REGION 7

PACIFIC SOUTHWEST REGION

OF THE NATIONAL NETWORK OF LIBRARIES OF MEDICINE

(PSRML)

Quarterly Report

January – April 2001

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National Network of Libraries of Medicine

Quarterly Report

January - April 2001

I. BASIC REGIONAL NETWORK PROGRAMS

Regional Needs Assessment

- Work continued on the analysis of the regional hospital library evaluation survey data. Xiaoping Zhang, a graduate student from the UCLA Statistics Department, assisted in preparation of additional correlations and statistical reports using SAS software.

Network Membership Program

- Region 7 has a total of 625 Network members.

- PSRML offered Network members NN/LM and NLM promotional items for use in library promotion and health information outreach activities. This member benefit was announced on the regional listserv and in *Latitudes* and a web page[1] was mounted on March 8, 2001, to display available items (MEDLINEplus bookmark, poster and pen; NLM pen; HealthInfoQuest postcard; and *Health Hotlines* booklet). The promotional items web request form requires a brief statement of how the requested items will be used. Appendix C contains a summary of the intended uses, including the following:

  For patrons/patients to direct them to useful and reliable information. Also for doctors to give to their patients looking for good info. The pens will be used for the library; my patrons like to know that this library is part of a bigger group and that we have a connection to the National Library of Medicine.

  We were impressed at the scope of outreach activities described in the requests and gratified at the very positive response to the program. PSRML reviewed the intended uses and quantities, and while we did need to adjust some quantities and ask for additional explanation of intended use, we were able to fill the majority of requests as submitted. Requests were filled for 97 Network members during March and April 2001.

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[1] http://nnlm.gov/psr/promo_items.html

Resource Libraries

- Jerry Perry, Head of Information Services, Arizona Health Sciences Library, gave a teleconference presentation for the NLM Associates on the Library's involvement in telemedicine programs in Arizona (January 16, 2001).

- PSRML provided promotional items (MEDLINEplus pens) to support a training program on health information resources[2] conducted by Mary Linn Bergstrom and Jeff Williams, University of California, San Diego (UCSD), Biomedical Library, for the UCSD Student Health Advocates (SHA). SHAs are undergraduate students trained to educate peers and area high school students about health and wellness issues through extensive outreach programs. Students were surveyed about their typical health information retrieval tactics, and then presented with some of the best resources available. MEDLINEplus was highlighted during the session and the UCSD librarians indicated that the students seemed impressed that complete and authoritative health information is available in a free, integrated web source.

- PSRML staff met with Bob Freel, Head, Access and Delivery Services, UCLA Biomedical Library, to discuss developments in electronic document delivery (March 8, 2001).

- Hawaii Medical Library's HiPHIVE[3] outreach subcontract project was featured in *Latitudes*.

Network Development

- Staff presented the PSRML Update on February 8, 2001, at the Joint Meeting of Northern California and Nevada Medical Library Group (NCNMLG) and Medical Library Group of Southern California and Arizona (MLGSCA). The session was designed in keeping with the intent of the conference planners to provide a time both "educational and enjoyable." The session began with a staff report highlighting recent PSRML activities and program plans for the coming year. Following the PSRML report, audience members were recruited for two "game show" teams to test the participants' knowledge of NLM and NN/LM information resources and services. PSRML hosts were Elaine Graham, Claire Hamasu, and Heidi Sandstrom, with Julie Kwan enlisted as scorekeeper and Andrea Lynch as stage manager. PSRML Regional Advisory Committee members Mary White, MLGSCA representative, and Janie Grossman, NCNMLG representative, were on hand to offer encouragement to their teams. Players were challenged to answer the quiz questions[4] posed by PSRML staff, with clues found on the session handouts.[5]

- Elaine Graham and Julie Kwan were invited to give a presentation to the Inland Empire Medical Library Cooperative (IEMLC) on March 30, 2001, at the Desert Regional Medical Center in Palm Springs, California. The presentation included demonstrations of PubMed's Cubby and LinkOut features, PubMed Central, the new PubMed tutorial, and the NLM

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[2] http://library.ucsd.edu/~jwilliams/peerhealth.htm
[3] http://hml.org/hiphive/
[4] http://nnlm.gov/psr/lat/v10n2/jntmtg.html#ANSWERS
[5] http://nnlm.gov/psr/jntmet.html

Gateway. The presentation followed the IEMLC business meeting during which members discussed a variety of ILL issues, electronic delivery, consumer health MEDLINE subsets, and the Library of California. A copy of the IEMLC resource sharing agreement signed by 18 members was distributed.

- The Arizona Health Information Network (AZHIN) sponsored a vendor fair at the Arizona Health Sciences Library on April 18, 2001. Elaine Graham and Julie Kwan attended and demonstrated PubMed's LinkOut for Libraries feature. There was considerable interest in the LinkOut program. The AZHIN meeting was designed to help member libraries make decisions about electronic resource subscriptions for the next fiscal year.

- Heidi Sandstrom submitted a summary report of Library of California (LOC) activities to the Medical Library Group of Southern California and Arizona Advisory Council at the February MLA Chapters Joint Meeting in San Francisco (see Appendix D). She announced her resignation as LOC representative to the Council, as PSRML staff were involved in LOC planning and development, but are not currently involved as a library member in any of the seven regional library networks. PSRML will continue to partner with the California State Library/Library of California in facilitating public access to health information.

- Elaine Graham gave an invited presentation on electronic journals for the Library Committee at Providence-St. Joseph Hospital, Burbank, California.

- PSRML made Professional Development Awards to: Nancy Crossfield, Saint Agnes Medical Center, Fresno, CA; Pat Auflick, Rural Health Office, University of Arizona, Tucson; Barbara Bibel, Oakland Public Library, CA; Mary White, Kaiser Permanente Medical Center, Bellflower, CA; Eris Weaver, Redwood Library, Petaluma, CA; and Marilyn Schwartz, Naval Medical Center, San Diego, CA.

- Status reports and news on NLM and NN/LM products and services were regularly posted to the listserv.

DOCLINE

- Elaine Graham and Andrea Lynch taught a four-hour DOCLINE workshop on February 7, 2001, preceding the regional MLA chapters Joint Meeting. The workshop was held at the University of California, San Francisco, Library and Center for Knowledge Management, with 17 participants.

- Region 7 currently has 372 SERHOLD contributors.

- There are 4 new DOCLINE participants: 3 are full participants and 1 is a borrow-only library. Two DOCLINE applications are pending as of the end of the quarter.

- One DOCLINE library closed: Health Forum (CAUHTC).

- The Region has 400 DOCLINE libraries; 28 of these are Borrow-Only libraries.

- A total of 232 DOCLINE routing table approvals were completed at PSRML during the quarter.

- Two DOCLINE orientations and three SERHOLD orientations were performed via telephone during the quarter.

- Region 7 currently has 217 libraries providing Loansome Doc service, and 90 of those also serve unaffiliated health professionals.

	SERHOLD Contributors	DOCLINE	Percent Participants	Borrow-Only DOCLINE
Arizona	41	41	100%	7
California	301	301	100%	18
Hawaii	14	14	100%	1
Nevada	11	11	100%	2
Pacific Basin	5	5	100%	0
Total Participation	372	372	100%	28

- During the four months of Jan-April 2001, 258 Loansome Doc inquiries were received. Of this number 110 were from health professionals and 148 were from non-health professionals. Detailed statistics are provided below:

State	HP	Not a HP	Total
Arizona	10	11	21
California	95	124	219
Hawaii	4	8	12
Nevada	1	2	3
Pacific Basin	0	3	3
Totals	110	148	258

- We received 11 requests for DOCLINE holds during the quarter.

- A total of 28 libraries were added to the FreeShare Library Group in DOCLINE during this quarter.

Microcomputer Training Facility

- The training facility was used by the following groups this quarter: UCLA School of Medicine Dean's Office (2 days), UCLA School of Nursing (4 days), UCLA Biomedical Library Reference Department (2 days), National Online Training Center (2 days), PSRML

staff for NLM DOCLINE teleconferences, and Alison Bunting for a presentation to the UCLA Faculty Center Women's Group.

Communications

- The January/February[6] and March/April[7] issues of *Latitudes* were published and distributed. The January/February issue featured an article on the HiPHIVE public health outreach project completed by the Hawaii Medical Library, along with articles on the new eBook collection at the Health Library at Stanford and an announcement of *Measuring the Difference: Guide to Planning and Evaluating Health Information Outreach*. The March/April issue recapped the PSRML Update at the Joint Meeting and included articles on "Serving Up Dynamic Web Pages with Cold Fusion" and "Handheld Facilitate Patient and Tracking." The *Latitudes* web index page[8] received over 1760 hits from January to April. There were three requests to be added to the *Latitudes* e-mailing list.

- PSRML staff participated in teleconferences convened by the National Network Office. Topics included DOCLINE and consumer health information services.

- The following videotapes and audiotapes circulated to Network members during the quarter of January – April 2001:

  Videotapes:
  Copyright in the New Millennium: The Impact of Recent Changes to U.S. Copyright Law (1)
  Libraries, Copyright and the Internet (4)
  MLA: The Effects of E-Journals on your Library (10)
  NLM: Health Services Research - A Historical Perspective (2)
  The NLM Joseph Leiter Lecture - Quality Communication: The Path to Ideal Health (1)
  Audiocassettes:
  Medical Library Association 2000 Annual Meeting and Exhibit (1)

Program Assessment/Feedback from the Region

- Health professionals are interested in the Spanish language information available through MEDLINEplus. Non-Spanish language speakers often ask if there is a translation of the material. Where one exists it would be useful to have create a link between the two.

- An independent consulting agreement was established with Zoe Stavri, Ph.D., to conduct an assessment of the usefulness of MEDLINEplus to health information consumers. Catherine Burroughs of the NN/LM Outreach Evaluation Center will also be involved in this project. Structured interviews will be conducted with participants drawn from the Pacific Southwest Region subcontract projects on Access to Electronic Health Information for the Public. The

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[6] http://nnlm.gov/psr/lat/v10n1/hiphive.html
[7] http://nnlm.gov/psr/lat/v10n2/jntmtg.html
[8] http://www.nnlm.nlm.nih.gov/psr/lat/

MEDLINEplus evaluation project will be conducted over six months, with a final report to be issued in July 2001.

Referral Service

▪ No Activity.

Consortia

▪ Region 7 has a total of 25 library groups that are recognized in the DOCLINE system.

Grant Applications

▪ No activity.

Staff Activities

▪ Julie Kwan joined the PSRML staff as Library Network Coordinator on March 1, 2001.

▪ Brian Brown, a second-year graduate student at the UCLA Department of Information Studies, began another internship quarter with PSRML in April. His project, *Pacific Basin Health Information Background Research*, was designed to support proposals to improve access to health information in the Pacific Basin areas of the NN/LM. Brian will graduate from UCLA in June 2001.

▪ Julie Kwan attended a meeting of the Southern UC (University of California) Interlibrary Loan Group on March 29, 2001, to learn about UC plans for desktop delivery of interlibrary loans.

▪ Claire Hamasu and Heidi Sandstrom attended the continuing education course, "Making a Difference: Strategies for Improving & Evaluating Library Outreach Programs," taught by Cathy Burroughs and Maryanne Blake and held in conjunction with the annual meeting of the regional Medical Library Association (MLA) chapters in San Francisco. This workshop was well attended by librarians working on projects sponsored by NLM and PSRML.

▪ Heidi Sandstrom attended the forum, "Scholarship in a New Media Environment: Issues and Trends – What Makes for Good Teaching?" on February 2, 2001, at UCLA. She also attended "Usability Studies of Web Sites" on February 7, 2001, during the NCNMLG/MLGSCA Joint Meeting in San Francisco, and the one-day "Keeping Up with PubMed" class conducted by the NOTC on February 27, 2001, at PSRML.

▪ In February, Claire Hamasu and Clair Kuykendall, librarian at the University of California San Francisco, spoke to reporters at the San Francisco Chronicle about health information resources on the web. They demonstrated PubMed, MEDLINEplus and other useful web sites as part of MLA's public relations effort to increase the visibility of health sciences librarians.

II. OUTREACH PROGRAMS

Applied Technology/Technology Awareness

- Michael Miller completed the redesign of MLA Brandon/Hill Journal Links,[9] the PSRML web page that offers links to electronic versions of the titles on the MLA Brandon/Hill list of journals for small medical libraries.[10] The data on titles and their availability was moved to a database to facilitate searching and updating. At the request of users, Claire Hamasu is looking at a way to add information on electronic journals that are not available from the publisher but that are accessible from a vendor or aggregator.

Direct Outreach to Health Professionals

- Joan Zenan, Director of the Savitt Medical Library, University of Nevada School of Medicine, Reno, served on the planning committee for the "Public Health Outreach Forum: What Do We Know?" held at NLM on April 4-5, 2001. The forum was organized to share outcomes from the Partners in Information Access for Public Health Professionals outreach subcontracts. Joan, along with Terry Henner, attended the forum representing the Public Health Information Links for Nevada (PHIL) project.[11] Virginia Tanji represented the Hawaii Public Health Virtual Emporium (HiPHIVE) project,[12] and Claire Hamasu represented PSRML.

Outreach Subcontracts

- Representatives from each of the projects met during the Joint Meeting of the regional Medical Library Association chapters to discuss what they had accomplished to date. The participants found it helpful to obtain suggestions from colleagues who were working through similar issues. An overview of project accomplishments appears here, and complete quarterly reports from subcontractors are included in Appendix F.

- The following projects are funded by PSRML Internet Connectivity Awards (purchase order agreements). An overview of project accomplishments appears here, and complete quarterly reports are included in Appendix F.

  Arizona Internet Connectivity Program. The librarian managing the program has been disappointed at the lack of interest by the targeted institutions. During this quarter Arizona Rural Health Office reduced the librarian's time to 30%. In order for the program's objectives to be achieved, a student worker was hired to provide clerical support. A second round of letters was sent to the targeted eighteen Network members, followed by phone calls.

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[9] http://www.nnlm.nlm.nih.gov/libinfo/ejournals/branhill.html
[10] Hill DR, Stickell HN. The Brandon/Hill selected list of print books and journals for the small medical library. Bull Med Libr Assoc 1999 Apr;87(2):145-69.
[11] http://www.med.unr.edu/phil/
[12] http://hml.org/hiphive/

The phone calls were productive. The librarian learned that 9 of the eighteen Network members have obtained Internet connectivity and scheduled training at three facilities during the next quarter. Computers were sent to the hospital in Douglas (one of targeted sites) as part of the University of Arizona's Virtual Development Center Project. They have not yet taken advantage of the training available through the Connectivity Program.

CAMIL 3. All but two of the eight sites in the original proposal have their new computers installed and are connected to the Internet. A ninth site, the Carlin Clinic in Carlin, Nevada, was brought up when the equipment costs came in lower than budgeted. Planning began for the videoconference training that will be held for staff at each of the sites in the next quarter. A new scan converter purchased by the medical school should improve the projection of web sites during the training.

Partners in Public Health for Information Access - PHIL. Improvements continue on the PHIL web site. A major addition was the mounting of gray data, the Nevada State Public Health Laboratory's Directory of Services. Contact was made with a faculty member to determine whether nuclear testing documents should also be mounted as gray data. Efforts continue to hold more training sessions for the Washoe County District Health Department. Evaluation data collected at training session is being compiled in a database to be analyzed at the end of the project. A brochure is being designed that describes PHIL's objectives, the web site, and the availability of training. Both librarians carrying out the project are also members of the steering committee for the Public Health Outreach Forum to be held at NLM in April.

- The following projects are funded by PSRML Year 2000 Outreach Awards (purchase order agreements). An overview of project accomplishments appears here, and complete quarterly reports are included in Appendix F.

- **Health Information Resources on the World Wide Web – California Pacific Medical Center.** Library staff received very good ratings for the two training sessions conducted this quarter. The first targeted seniors and the second targeted women. On several occasions instructors were able to help participants retrieve information on conditions they were facing. Lack of enrollment caused the planned sessions on HIV and perinatal resources to be rescheduled for the next quarter.

- **Medicine on the Net – Sutter Resource Center.** Staff is receiving positive feedback from the participants who take the library's training. The class to be conducted in Spanish received another set back when the participants canceled at the last minute. Another effort will be made in the next quarter to market this to Spanish language speakers.

- **Los Banos House Calls – Memorial Hospitals Association.** Despite heavy promotion, the organizers have had problems arranging a schedule for training. This quarter a new approach was successfully used where a member of the library staff was available in the Library/Conference room at least once a week for "drop in" training. The Medical Staff Coordinator publicized the schedule and a sign was made to indicate that the library person was "In". Five people dropped in for training. Planning began for two activities that should achieve the goal of training at least half the Los Banos physicians and some hospital staff.

One is a "Library Week Celebration", the other is a call to each physician making an appointment with for Internet resources training.

Redwood Health Library's Internet HealthQuest – Petaluma Health Care District. The librarian was active this quarter teaching a hands-on session for the Petaluma Adult School, guest lecturing for a university course on women's health and body image, and speaking about computers in health care as a panelist for the Continuity of Care Association. The program continues to receive good press and was featured in the online newsletter of the California HealthCare Foundation. The librarians outreach has had a major impact. Usage is 84% higher than it was during this time last year and Loansome Doc requests have skyrocketed.

Valley Care Outreach – Olive View/UCLA Medical Center. Following a meeting with administration, sessions were scheduled at the Burbank and Pacoima Health Centers. This quarter the librarian determined the participants' computer skills using a pre-assessment survey. She found this very helpful in setting the level of her presentations.

Special Populations/Subjects Outreach

- Outreach report forms appear in Appendix A.

- The offer to present an Internet workshop on resources targeting minorities submitted by Claire Hamasu and Ginny Tanji, University of Hawaii School of Medicine Librarian, to the Asian & Pacific Islander Forum national conference was not accepted.

- Kay Deeney attended a meeting on March 29 in Tucson, Arizona, with NN/LM Pacific Northwest Region staff and Arizona Health Sciences Library staff to discuss training needs related to the Tribal Connections project award to the Colorado River Indian Tribes.

Underserved Health Professionals

- At the end of January the final training portion of the Underserved County Project was conducted in Yavapai County, Arizona. The format for this program is to partner with a Network member in order to reach health professional groups in the target county. The Network member provides the "insider" connections to facilities and agencies in the county, and PSRML provides the training experience and technology that may be needed for workshops. Yavapai County has two population centers, Verde Valley and Prescott. The Verde Valley groups were targeted for the initial training. In this quarter Claire Hamasu targeted their Prescott counterparts: public health professionals from the health department, librarians and nursing faculty at the community college, health professionals at the VA hospital, community health professionals through the Southwest Education Center, and the Yavapai Apache Nation. Claire made use of the PSRML portable LAN on the reservation.

Inner City Project

▪ No Activity.

Internet Grateful Med and PubMed

▪ Christina Hennessey from the UCLA Biomedical Library's Collection Development Division completed adding the library's electronic journal holdings data to PubMed LinkOut to meet NLM's objective of having all RMLs submit electronic serials holdings data in the LinkOut for Libraries program. Christina wrote a report on her experience, and her recommendations on improving the maintenance features were forwarded to the programmers. NLM invited Claire Hamasu, the PSRML LinkOut representative, to talk about LinkOut from the librarian's perspective at the NLM exhibit booth at the Medical Library Association annual meeting in May.

Minority Institutions

▪ No activity.

Exhibits

▪ PSRML exhibited at the Primary Medicine Today conference in Long Beach, CA, from February 15-17, 2001, and co-exhibited with SIS at the National AIDS Update in San Francisco from March 20-23, 2001.

▪ PSRML provided feedback to NLM on design considerations for a new exhibit backdrop.

Consumer Health Information Services Program

▪ Heidi Sandstrom and Kay Deeney met with social worker Deserae Powell on March 1, 2001, about planning and developing a new library, the Lili Claire-UCLA Family Resource Center Library, established with funding from the Lili Claire Foundation. The mission of the Lili Claire Foundation is to provide a happy, productive, fully integrated life for individuals living with Williams syndrome and other neurogenetic birth defects such as Down syndrome and autism, and to provide hope and resources for the families of these individuals. The center will offer a unique blend of medical, psychological and social services to children living with neurogenetic birth defects. Heidi and Kay consulted on aspects of planning for this new service, and offered referrals to library collection and service resources that could support this effort.

▪ From January to April, Heidi Sandstrom participated on an advisory panel, convened by Janice McPeak, NLM Fellow, to facilitate the development of a *ClinicalTrials.gov* training module.

▪ At the invitation of the National Library of Medicine, Heidi Sandstrom presented a general session, titled *Consumer Health Information Overview: What is it? What Drives It? And Why*

is it Important to Public Libraries? at the consumer health conference, "The Public Library and Consumer Health: Meeting Community Needs through Resource Identification and Collaboration," held on January 10-11, 2001, in Washington, D.C. The conference was jointly sponsored by the National Library of Medicine, the Public Library Association, and the Medical Library Association.

- Heidi Sandstrom and Elaine Graham collaborated with Howard Fuller of the Health Library at Stanford University on planning a day-long consumer health symposium for August 2001 at Stanford. *Consumer Health Information: Bringing e-Content to the Consumer* is a forward-looking symposium that will emphasize the role of digital tools, electronic communication, and market trends in meeting the public's current and ever-growing need for health information.

- Training in conjunction with Consumer Health Information for California (CHIC) project was completed during the quarter. The workshop presentations taught by Heidi Sandstrom in Blythe, San Diego, and Bishop, CA are summarized below; see Appendix E for the final CHIC project report.

    Palo Verde District Library, Blythe, CA (San Bernardino County). The three CHIC training modules were taught in back-to-back sessions over a two-day period (February 21-23, 2001). One librarian and three library assistants attended in groups of two, in order to make it possible to receive the training during regular library hours and still keep the library open. Participants gave all workshop modules high marks. Rosita Smith, Library Director, reported that materials were received through extended project funding the week following the workshop; these included 58 books, 4 audiovisuals, and 4 Spanish-language books. She also reported positive results of a subsequent meeting (February 28) with the CEO of Palo Verde Hospital, the only acute care facility in the community; the CEO is also on the library Board of Directors. The library will be developing a pamphlet on consumer health information resources and services that are available at the District Library; this pamphlet will be used for distribution to patients and families at the hospital and in the community.

    San Diego County Library Headquarters, San Diego, CA (San Diego County). The three CHIC modules were taught in two back-to-back sessions over three days (March 14-16, 2001). All sessions were well received. It was difficult to cover the e-resources in the time allotted, allowing for a break, hands-on, and questions. The bulk of the e-resources time was spent on MEDLINEplus, so the challenge is how to present PubMed without getting into detail that overwhelms the student. One participant commented on the similarity of the training to the CORE (California Opportunities for Reference Excellence) training; CHIC training was modeled after CORE. Another participant recalled a panel of "special librarians" that was presented at a public library meeting and mentioned how valuable this was. Heidi Sandstrom has contacted members of the San Diego Biomedical Library Network about the possibility of doing a similar panel in the future.

    Inyo County Free Library, Bishop, CA (Inyo County). Abbreviated versions of the three CHIC modules were taught in an all-day session (8 AM-4 PM) at the Bishop branch. Compressing nine hours of material into seven hours in one day was challenging. This was

necessitated by the fact that the library had to be closed to the public for this training day. The "question" that received the lowest marks on the evaluation was about adequate time to ask questions. Comments, both written and verbal, were positive about the knowledge and skills gained; the value of "hands-on" practice; and the value of group discussion on issues of health reference. Annette Gaskin, medical librarian from Northern Inyo Hospital, talked with the group briefly about the resources and services offered through her library, so this reinforces her very positive relationship with the public libraries, and the supportive role of the NN/LM. Resources for self-instruction were highlighted during the online session, to provide a means for participants to increase their skill and comfort level with health reference beyond what could be covered in this condensed workshop.

▪ Quarterly project reports were received from the six Network libraries awarded funding for *Access to Electronic Health Information for the Public* projects. An overview of project accomplishments appears here, and the full reports appear in Appendix F. Links to project web sites were added to the PSRML web page describing the projects.[13]

Las Vegas-Clark County Library District/West Charleston Library, Health Information Resources for Southern Nevadans
Fourth Quarter. Activities focused on working with District personnel to provide staff training, to further develop the web site, and to provide input into the District's strategic planning process. Two staff training workshops were conducted for ten library staff members and were well received. Based on public input from the workshops already conducted, the Consumer Health Connection workshop for the public is being evaluated and revised. A PowerPoint presentation is being developed for those organizations that have asked the library for additional workshops. Promotional mailings to non-library organizations, individuals, and libraries were done in the fall; these mailings included a consumer health information brochure, a 2001 workshop memo, and a MEDLINEplus poster. A Spanish language bookmark is currently being developed. The project web site[14] can be accessed via the "Special Collections" link on the Las Vegas-Clark County Library District home page.

Las Vegas-Clark County Library District/West Charleston Library, Health Information Resources for Southern Nevadans
Fifth Quarter. Activities focused on finalizing a Spanish-language bookmark for distribution beginning in May; revising, publicizing and scheduling the Consumer Health Connection (CHC) workshop for the public; and refining the existing CHC web site. Spanish-speaking librarians from Las Vegas-Clark County Library District assisted with the bookmark. Three CHC workshops were held and received positive evaluations from the ten participants. Two informational programs were presented to local organizations with a total attendance of 59. Health Science Library staff members developed a health topic calendar, and are integrating topic links into the CHC web site. The web site was reviewed and updated, and links to the District's e-book and to MEDLINEplus "Current News" page were added to the CHC web site. Project team members are working with the District's Virtual

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[13] http://nnlm.gov/psr/chi/aehip.html
[14] http://www.lvccld.org/special_collections/medical/consumer_health.htm

Librarian to collect "hit" data on the site. Team members are stepping up promotional efforts in order to increase workshop attendance in the final quarter of the project.

Hawaii Medical Library, Hawaii Partnership for MEDLINE Training
Third Quarter. Librarians from the Consumer Health Information Service completed a follow-up survey of September-November 2000 workshop attendees; scheduled workshops for Oahu (three were conducted in January for 41 participants); and facilitated the purchase of five computers for the Hawaii State Public Library System (for placement at public library sites). Results of the follow-up survey indicate that while only about one-half to two-thirds of participants actually searched MEDLINEplus or PubMed following the workshop, those who did said they were satisfied with the information. One-fourth to one-third of participants indicated that they used the information to make a lifestyle change or healthcare decision. The majority of those who had not done a search since the workshop said they would use these NLM information resources in the future. Interest in easy and inexpensive access to full-text articles remains high among workshop participants. CHIS issued a press release in December, which resulted in a January article in the *Honolulu Advertiser*; this article stimulated interest and enrollment in upcoming workshops.

Hawaii Medical Library, Hawaii Partnership for MEDLINE Training
Fourth Quarter. Project librarians completed a second follow-up survey of January-March 2001 workshop attendees; taught nine workshops on Oahu (for 145 attendees, which also included health professionals, librarians and library staff); and provided the specifications for five computers and printers for the Hawaii State Public Library System (for placement at public library sites). Results of the second follow-up survey indicate that only about one-half of the attendees searched MEDLINEplus or PubMed following the workshop. Those who did appeared to be satisfied with the information. Those who didn't stated that they would use these resources in the future for a health information need. The project is meeting its goals in an effective and timely way.

ValleyCare Health Library, LINCS (Linking Information for Children with Special Needs) Clearinghouse
Fourth Quarter. The project advisory committee reviewed resources for the Tri-Valley Resource Directory database and decided on new additions to the database. Any service or organization considered questionable or falling into a gray area was voted on to decide whether it should be included in this online searchable database of local resource services. The web layout has been structured and a write up of content has begun. Marketing materials were decided on and a designer has been chosen to develop these materials. Ideas for layout were discussed by the committee and written up to present to the designer. Web links were reviewed; in response to suggestions from the committee, links for local resources were added.

ValleyCare Health Library, LINCS (Linking Information for Children with Special Needs) Clearinghouse
Fifth Quarter. Marketing materials are finished, a review of local support groups and resources has been completed, and these have been added to the Tri-Valley Resource

Directory, a web searchable database. A focus group evaluated the LINCS web page layout and reviewed the resources added to the Directory.

PlaneTree Health Library, PlaneTree Health Resource Center
Fourth Quarter. The library assistant position for the Resource Center was filled in December. The project director, Candace Ford, presented information about the project at the national PlaneTree conference held this quarter. An orientation to the Resource Center was given to 28 attendees. Seventy-five patrons visited the Center, four online searches for health information were performed, and three health information packets were mailed to users who could not come to the Center. PubMed instruction was provided to the medical director of the Gardner Family Health Network, which is associated with the Grail, where the Resource Center is located. Project outreach to other health professionals included social workers at Nuestra Casa, the county family services agency which covers the Mayfair/Grail neighborhood; nurses who work with the Nurses Healing Center in various settings around the county; and other professionals workings with the Diabetes Project of the Community Health Partnership. Progress toward the project's major activities has been disappointing because of inadequate staffing. The project director has been asked to submit a schedule for completion of project activities for the four months remaining on the subcontract.

PlaneTree Health Library, PlaneTree Health Resource Center
Fifth Quarter. Activities were focused on training, and on linking Spanish-language health information resources from the "PlaneTree en Español" button on the PlaneTree home page. During the quarter, the Health Resource Center at the Grail had 132 patrons. Fourteen of these patrons requested assistance in accessing health information. Eight of the 14 (five of these were "promatores de salud" or lay health workers) attended a 90-minute session on retrieving Spanish-language health information. The library assistant, Oralia Tercero, a bilingual Spanish/English speaker with a background in health education and prevention, gave presentations on library services at two monthly neighborhood meetings of these "promotores" during the quarter. Oralia also attended two women's support groups once a month during the quarter, to facilitate discussion and provide a packet on a health topic of interest to the women in the two groups. Seven consumers from the neighborhood attended a third computer training session, conducted in English and Spanish, that focused on health information. At the PlaneTree Main Library, adjacent to the Mayfair neighborhood of the Resource Center, sixteen consumers received training sessions (20-30 minutes each) on MEDLINEplus and PubMed. Six seniors received 90-minute, in-depth training sessions (by appointment) that focused on government health information resources on the web. Progress on the project's major objectives has been slow because of inadequate staffing. In April, the project director submitted a schedule for completion of project activities for the four months remaining on the subcontract, at the request of PSRML.

Arizona Health Sciences Library
Fourth Quarter. Three more in the first series of workshops were held; 33 Tucson-Pima Public Library (TPPL) librarians attended. Planning for the second series of workshops, which will begin in April 2001, is nearly completed. A mid-January launch of the CHILÉ web site took place; the site includes locally written descriptions and over 300 links to

authoritative content.[15] Preparation took place this quarter for a promotional campaign that will commence in February. Pat Auflick and Joan Biggar presented *Consumer Health Information Links for Everyone* at the November 2000 Arizona Library Association Conference in Phoenix.

Arizona Health Sciences Library
Fifth Quarter. Public relations products to advertise CHILÉ to the community were launched, and the second set of workshops were planned and scheduled. The CHILÉ Project is on target with its activities and will be completed on time and within budget. During the quarter, letters were sent to more than 8,000 health professionals in Pima County, asking them to promote CHILÉ and to request CHILÉ bookmarks to assist their efforts. To date, 21,000 CHILÉ bookmarks have been distributed to offices and library branches in Pima County. Plans are underway to enhance the CHILÉ web site. Planning for the second series of workshops has been completed; these will be offered in June and July. AHSL librarians presented two workshops on Complementary and Alternative Medicine resources to TPPL librarians in April. During the final quarter of the project, AHSL will be exploring the differences between the library cultures of AHSL and TPPL, and the impact this may have had on project collaboration.

University of California, San Diego Biomedical Libraries/The Preuss School UCSD
Fourth Quarter. Project directors continue to meet regularly. Activities this quarter focused on training of faculty, and on planning the training for the school nurse and a demonstration for Preuss School parents. A faculty training handbook and demonstration were completed; a faculty training session (30 teachers) was conducted in January. Five student training sessions (of 150 middle-school students) were conducted in February (a science faculty member conducted one of the sessions). A presentation was also given to seven San Diego School Librarians in February. Project staff also decided to conduct a health information competition in the spring. Web site development included the completion of the Faculty, School Nurse, and Parents segments of the site. Draft versions of promotional materials for the site were developed.

University of California, San Diego Biomedical Libraries/The Preuss School UCSD
Fifth Quarter. Activities this quarter focused on preparation for the student health information competition that will culminate at the school Awards Ceremony on July 29th; bookmark and brochure publication; conducting student training sessions and a demonstration for parents; and monitoring web site activity. The project coordinators conducted eleven student training sessions (105-minutes each) for 275 students from grades 6-9. A May demonstration of Health Information @Preuss[16] received an enthusiastic response from parents of the school. An extensive WebTrends report includes the first quarter of web site activity. There have been over 5,000 hits, 428 page views and 109 user sessions since the site was launched in January. Overall, this project is progressing nicely.

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[15] www.CHILÉhealth.org
[16] http://health.ucsd.edu/hipfps/

APPENDIX A

Outreach Reporting Forms

OUTREACH REPORTING FORM		
(Reporting forms should be included with Quarterly Reports)		

1. DATE OF ACTIVITY: April 12, 2001

TYPE OF ACTIVITY: [x] NLM System   [ ] Technology   [ ] Other (please specify)
Awareness

[x] Other Internet Session   [ ] Train the Trainer

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: UCLA Faculty Women's Club

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: UCLA Louise M. Darling Biomedical Library

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:

6. LOCATION WHERE ACTIVITY OCCURRED

A. CITY **Los Angeles**	B. STATE **CA**	C. ZIP CODE **90098**
D. COUNTY **Los Angeles**	E. CONGRESSIONAL DISTRICT	

7. LENGTH OF ACTIVITY (HOURS) **2**	8. HANDS ON PRACTICE [x] YES [ ] NO
9. CEU [ ] YES [x] NO CME [ ] YES [x] NO	10. SIGNIFICANT NUMBER OF MINORITIES [ ] YES [x] NO PRESENT (>50%)

11. NUMBER OF PERSONS WHO ATTENDED: 10

CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
UCLA emeriti	2		
UCLA faculty wives (consumers)	8		
TOTAL	**10**		

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Alison Bunting, 310-825-5781

OUTREACH REPORTING FORM
(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: Thursday, January 18, 2001

TYPE OF ACTIVITY: [X] NLM System　[ ] Technology Awareness　[ ] Other (please specify)

[X] Other Internet Session　[ ] Train the Trainer

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Pacific Southwest Regional Medical Library

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Yavapai College Library

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: Yavapai County Health Department

6. LOCATION WHERE ACTIVITY OCCURRED: Yavapai College Library

A. CITY **Prescott**	B. STATE **AZ**	C. ZIP CODE **86301**
D. COUNTY **Prescott**	E. CONGRESSIONAL DISTRICT	

7. LENGTH OF ACTIVITY (HOURS) **1.5 Hours (One Session)**	8. HANDS ON PRACTICE　[X] YES　[ ] NO
9. CEU　[ ] YES　[X] NO 　CME　[ ] YES　[ ] NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%)　[X] YES　[ ] NO

11. NUMBER OF PERSONS WHO ATTENDED: 8

CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Health Care Providers/Nurses	8		
TOTAL	8		

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Claire Hamasu, 310-825-2183

OUTREACH REPORTING FORM	
(Reporting forms should be included with Quarterly Reports)	

1. DATE OF ACTIVITY: **Friday, January 19, 2001**

TYPE OF ACTIVITY: [X] NLM System   [ ] Technology   [ ] Other (please specify)
Awareness
[X] Other Internet Session   [ ] Train the Trainer

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: **Pacific Southwest Regional Medical Library**

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: **Southwest Health Professions Education Center, Inc. Northern Arizona VA Health Care System**

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:

6. LOCATION WHERE ACTIVITY OCCURRED: **Northern Arizona VA Health Care System Ward 2B, Computer Training Room #259**

A. CITY **Prescott**	B. STATE **AZ**	C. ZIP CODE **86301**
D. COUNTY **Prescott**	E. CONGRESSIONAL DISTRICT	

7. LENGTH OF ACTIVITY (HOURS) **5.50 Hours** (3 Sessions, 1.5 Hours Each)	8. HANDS ON PRACTICE [X] YES [ ] NO
9. CEU [ ] YES [X] NO CME [ ] YES [ ] NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) [X] YES [ ] NO

11. NUMBER OF PERSONS WHO ATTENDED 45			
CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Health Care Providers	45		
TOTAL	45		

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library
or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.
12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Claire
Hamasu, 310-825-2183

OUTREACH REPORTING FORM
(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: **Monday, January 22, 2001**

TYPE OF ACTIVITY: [X] NLM System   [ ] Technology Awareness   [ ] Other (please specify)
[X] Other Internet Session   [ ] Train the Trainer

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: **Pacific Southwest Regional Medical Library**

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: **Yavapai College Library**

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: **Yavapai County Health Department**

6. LOCATION WHERE ACTIVITY OCCURRED: **Yavapai College Library**

A. CITY **Prescott**	B. STATE **AZ**	C. ZIP CODE **86301**
D. COUNTY **Prescott**	E. CONGRESSIONAL DISTRICT	

7. LENGTH OF ACTIVITY (HOURS) **3.0 Hours** (2 Sessions, 1.5 Hours Each)	8. HANDS ON PRACTICE [X] YES [ ] NO
9. CEU [ ] YES [X] NO CME [ ] YES [ ] NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) [X] YES [ ] NO

11. NUMBER OF PERSONS WHO ATTENDED: **11**

CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Health Care Providers	**11**		
TOTAL	**11**		

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Claire Hamasu, 310-825-2183

OUTREACH REPORTING FORM
(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: Tuesday, January 23, 2001

TYPE OF ACTIVITY: [X] NLM System   [ ] Technology Awareness   [ ] Other (please specify)

[X] Other Internet Session   [ ] Train the Trainer

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Pacific Southwest Regional Medical Library

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Yavapai Prescott Indian Tribe

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: Yavapai County Health Department

6. LOCATION WHERE ACTIVITY OCCURRED: Yavapai Prescott Indian Tribal Library

A. CITY **Prescott**	B. STATE **AZ**	C. ZIP CODE **86301**
D. COUNTY **Prescott**	E. CONGRESSIONAL DISTRICT	

7. LENGTH OF ACTIVITY (HOURS) **3.0 Hours** **(2 Sessions, 1.5 Hours Each)**	8. HANDS ON PRACTICE [X] YES [ ] NO
9. CEU [ ] YES [X] NO CME [ ] YES [ ] NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) [X] YES [ ] NO

11. NUMBER OF PERSONS WHO ATTENDED: 4

CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Health Care Providers/Nurses	4		
TOTAL	4		

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Claire Hamasu, 310-825-2183

APPENDIX B

Exhibit Report

EXHIBIT REPORT

Date: June 7, 2001

Submitted by: C. Hamasu

Exhibit: PriMed: Primary Medicine Today

Location: Long Beach Convention Center

Dates: February 15-17, 2001

Staff: Dyan Martin, Kaiser Permanente-Anaheim; Judy Kraemer, University of Southern California; Marsha Kmec, UCLA Olive View Medical Center, Mary Linn Bergstrom, UC San Diego; Irene Lovas, Pacific Hospital of Long Beach; Heidi Sandstrom, Elaine Graham, Claire Hamasu from PSRML

Number of Registrants: 7,000+

Number of Exhibits: 177

Hours	Times	Visitors	NLM Demos	Internet Demos
Th Feb 15	8:30 am – 4:00 pm	241	54	0
Fri Feb 16	8:30 am – 4:00 pm	106	36	3
Sa Feb 17	8:30 am – 1:30 pm	54	14	0
TOTAL		401	104	3

Exhibit Summary:

Pre Exhibit Meeting
N/A

Distribution of Pre Mailers, Letters or Invitational Marketing Approaches
N/A

Booth Location

We benefited by being located next to Advil, which attracted constant traffic. There was a program on medical information on the web presented by a physician from Harvard that brought attendees to the booth.

Description of Program Presentations
N/A

Problems
N/A

User feedback
Physicians viewing MEDLINEplus wanted an English equivalent to the Spanish language materials.

Medical ICU staff used Medline to figure out how to care for a patient in labor requiring hemodialysis.

A nurse practitioner voiced her personal thanks for Loansome doc. She called it the "educator's best friend"!

A physician uses PubMed all the time. He searches it to find information for hospital committee meetings brings in the articles and "blows them away".

A physician reported that his sister has leukemia. While she was in isolation she used all of NLM's resources: Clinical trials, PubMed.

Suggestions/comments
In MEDLINEplus create a link between English and Spanish language versions of the same material.

Recommendation:
PriMed continues to be one of our busiest regional meetings and we should continue include it among our exhibits.

Budget Sheet
Attached

Appendices
Attached

Pictures
Samples of Promotional Materials Used

Budget Form	
PriMed: Primary Medicine Today February 11-15, 2001 Long Beach	
Item	*Amount*
SPACE RENTAL	2850.00
FREIGHT	294.74
DRAYAGE	586.25
ELECTRICITY	292.00
PHONES	550.00
TABLES	85.00
CHAIRS	104.00
CARPETS	229.00
TRASH CANS	15.00
COMPUTER RENTALS	118.81
DESIGN & PRINTING	108.00
MISCELLANEOUS	26.00
TOTAL	5258.8
AIR TRAVEL	
GROUND TRANSPORT.	200.51
TOTAL	$200.51
GRAND TOTAL	**$5,459.31**

EXPLORE FREE PRIMARY CARE RESOURCES ON THE INTERNET!

From the National Library of Medicine
www.nlm.nih.gov

PubMed: A free system to search MEDLINE®   **www.ncbi.nlm.nih.gov/PubMed**

- Provides an easy way to search the 11 million references and abstracts in the MEDLINE® database;
- Links to over 1,000 journals for full text of articles (publishers may charge a fee);
- Offers NLM's Medical Subject Headings (MeSH) for searching; and
- Offers Loansome Doc for article copying and delivery services (libraries may charge a fee).

ClinicalTrials.gov   **clinicaltrials.gov**
The U.S. National Institutes of Health, through its National Library of Medicine, has developed ClinicalTrials.gov to provide patients, family members and members of the public current information about clinical research studies.

MEDLINE*plus* - Resources for the consumer   **medlineplus.gov**
MEDLINE*plus* directs the lay person to resources containing information that will help research their health questions. The latest information is available with links to pre-configured MEDLINE® searches. Health consumers are encouraged to discuss search results with their health care professional.

NLM Gateway   **gateway.nlm.nih.gov**
The NLM Gateway searches simultaneously the multiple resources of the U.S. National Library of Medicine (NLM). It allows users of NLM services to initiate searches from one Web interface, providing "one-stop searching" of many of NLM's information resources or databases.

Other Internet Sites of Interest

Evidence Based Medicine

Abstracts of Cochrane Reviews
                    www.update-software.com/ccweb/cochrane/revabstr/mainindex.htm
Makes available abstracts of the reviews and protocols found in the Cochrane Library, an electronic publication designed to supply high quality evidence in the healthcare field. This is one of the information resources for evidence based practice.

Evidence-Based Medicine: Finding the Best Clinical Literature
                    www.uic.edu/depts/lib/lhsp/resources/ebm.shtml

This guide is designed to assist health care professionals and students become effective and efficient users of the medical literature. This University of Illinois, Chicago site assists clinicians in understanding and using the many tools available in implementing evidence-based practices in clinical or research settings.

National Guideline Clearinghouse   **www.guideline.gov**
The NGC is a comprehensive resource for evidence-based clinical practice guidelines and related documents. The Agency for Healthcare Research and Quality (AHRQ), in partnership with the American Medical Association and the American Association of Health Plans, produces the NGC web site.

Netting the Evidence: A ScHARR Introduction   **www.shef.ac.uk/~scharr/ir/netting**
Compiled by ScHARR (the University of Sheffield's School of Health and Related Research), this site provides links to numerous web sites, representing various aspects of evidence-based medicine.

Primary Care Clinical Practice Guidelinesmedicine.ucsf.edu/resources/guidelines/guide.html
This site provides primary care providers clinical practice guidelines. Derived from evidence-based medicine, these statements and articles bring together the best external evidence and other knowledge necessary for decision-making about a specific health problem.

URMC Critically Appraised Topicswww.urmc.rochester.edu/medicine/res/CATS/Cathome.html
Compiled by the University of Rochester Medical Center, this contains clinical questions and scenarios, along with a "clinical bottom line" provided by physicians; evidence is included to support the answers to clinical questions, and assist site visitors in their own practice/research.

CLINICAL TOPICS

Dietary Guidelines For Americans, 2000, 5th Edition   w.nal.usda.gov/fnic/dga/index.html
The Dietary Guidelines provide the basis for federal nutrition policy and nutrition education activities. Specifically, the Guidelines provide advice for healthy Americans ages 2 years and over about food choices that promote health and prevent disease. The resource includes PDF formats of the Guidelines, consumer pamphlet, background and related information, historical Dietary Guidance, and International Dietary Guidance links.

FamilyPractice.com   **www.familypractice.com**
A portal for family physicians online, offering tools and information on family medical care, including the latest research, educational modules, practice guidelines, decision tools, and more. This is a joint venture between the American Board of Family Practice and Kurzweil Technologies, Inc.

HerbMed   **www.herbmed.org**
Information for each herb includes evidence for activity, warnings, preparations, mixtures, mechanisms of action, pictures, and related sites. Links are provided to the PubMed records for each study result.

PharmInfoNet   **www.pharminfo.com**

The Pharmaceutical Information Network provides extensive content on pharmaceuticals, research, medical meetings, searchable databases, and discussion groups. Useful information for both the professional and the patient is included through links to drug information, pharmaceutical companies, associations and government sites.

Rx List   **www.rxlist.com**

Searchable database provides generic name, trade name, category of drug, indications and side effects on over 5,000 products. An excellent resource that was started by a pharmacist.

VOLC-R - Primary Care Resources on the Internet   **views.vcu.edu/dimlist**

This site is designed as a resource both for physicians and patients offering medical information and links on a variety of topics.

WHO Guide to Mental Health in Primary Care   **www.whoguidemhpcuk.org**

A guide designed for primary care clinicians to help people suffering from mental ill health. This guide covers conditions that are frequently seen in primary care and that can be managed effectively by general practitioners. Resources provided include a mental disorder assessment guide, interactive summary cards, and a linked set of patient information and self-help leaflets. A free copy can be downloaded in PDF format

ORGANIZATIONS

American Academy of Family Physicians   **www.aafp.org**

At their website AAFP provides information useful for their membership. This includes legislative alerts information about clinical topics and family practice research, continuing medical education, managing a family practice office, career opportunities, and statistics and data regarding family practice and primary health care. Links to their publications are also available.

American College of Physicians - American Society of Internal Medicine www.acponline.org

The American College of Physicians-American Society of Internal Medicine (ACP-ASIM) is the nation's largest medical specialty society. Its mission is to enhance the quality and effectiveness of health care by fostering excellence and professionalism in the practice of medicine.

American Medical Association   **www.ama-assn.org**

A good starting point for finding AMA resources, including CME courses. Excellent links to other health related sites are available. Membership to the library includes web delivered services. A review of the site map is recommended to gain an overview of all that the AMA offers at this site.

American Medical Informatics Association   **www.amia.org**

This is the home page for AMIA, an organization dedicated to "advancing health care through information technology". It offers links to a variety of resources, including the full-text on-line version of the organization's *Journal of the American Medical Informatics Association.*

Society of General Internal Medicine   **www.sgim.org**

The Society of General Internal Medicine (SGIM) is an international organization of health professionals who combine caring for patients with educating and/or doing research. SGIM is dedicated to improving patient care, education, and research in primary care and general internal medicine. This web site includes links to publications, funding opportunities and professional meetings, in addition to information about SGIM activities.

PUBLICATIONS ONLINE

British Medical Journal   **www.bmj.com/index.shtml**

American Family Physician   **www.aafp.org/afp**

New England Journal of Medicine (partial)   **www.nejm.org/content/index.asp**

Postgraduate Medicine   **www.postgradmed.com**

META DIRECTORIES OF MEDICAL SITES

BIOSITES   **www.library.ucsf.edu/biosites**

Hardin Meta Directory   **www.lib.uiowa.edu/hardin/md/surg.html**

HealthWeb   **healthweb.org/browse.cfm**

MEDWEB   **www.MedWeb.Emory.Edu/MedWeb/default.htm**

INTERNET SEARCHING SKILLS ENHANCEMENT

These sites can assist you in developing your World Wide Web searching skills:

Denison Library Online Handouts   **www.UCHSc.edu/library/webclass3.html**

Internet Tutorial   **www.microsoft.com/insider/internet/default.htm**

Netscape Navigator Handbook   **Home.netscape.com/eng/mozilla/3.0/handbook**

01/2001

Date: April 11, 2001

Submitted by: Sheri Hester (NLM/ORISE)

Exhibit: NAUC - 13th National AIDS Update Conference

Location: San Francisco, CA

Dates: March 21-23, 2001

Staff: Claire Hamasu from Pacific Southwest Regional Medical Library and
                    Sheri Hester of ORISE

Number of Attendees: Approximately 1,400
Profile of Attendees: Health professionals, people with HIV/AIDS, and representatives of
                    community-based organizations

Number of Exhibitors: 55

Total Exhibit Hours: 15.5 (including one hour for set-up and one hour for tear-down)

Total Number of People Visiting the Booth: 411

Total Number of NLM System Demonstrations/Searches/Other Internet Demonstrations: 20

Exhibit Summary
Approximately 29% of the meeting attendees stopped by the booth, which indicates an
overwhelming interest in the HIV/AIDS databases. We were able to speak with the majority of
visitors. The first day was the busiest with 221 visitors. The last day brought the fewest with 86
visitors, but as we were not that busy, we were able to take the time to do 12 demonstrations.

One person stopping by the booth indicated that he had attended our *How to Find Reliable
HIV/AIDS Treatment Information on the Internet* presentation at NAUC last year, and had made
copies of our manual to use in his training classes. Another visitor said that she had attended the
same session at the U.S. Conference on AIDS last year, and that she found the manual to be very
useful.

We distributed approximately 250 copies of our *HIV/AIDS Web Sites for Communities of Color*.
A few attendees mentioned that they appreciated it being inclusive of several minority groups.

Recommendations
I would recommend continuing to exhibit at this conference. Sharing expenses and booth staff
with the Regional Medical Library in Los Angeles continues to be productive. Booth traffic
increased by 12% this year, even though the exhibit hours were reduced from last year.

Meeting: National AIDS Update PSRML and ORISE Dates: Mar 21–23 City: San Francisco, CA **Amount**	
SPACE RENTAL	225.00
FREIGHT	96.00
DRAYAGE	150.00
LABOR	
ELECTRICITY	78.00
PHONES	125.00
TABLES	
CHAIRS	
CARPETS	135.00
TRASH CANS	
COMPUTER RENTALS	167.70
DESIGN & PRINTING	
MAILING COSTS	
ADVERTISING	
MISCELLANEOUS Furniture	63.00
TOTAL	1039.7
AIR TRAVEL	94.89
GROUND TRANSPORT.	41.5
ACCOMMODATIONS	427.71
MEALS	124.47
OTHER	1.50
TOTAL	$690.07
GRAND TOTAL	$1729.77

APPENDIX C

Network Member Promotional Item Requests

Network Member Promotional Item Requests
PSRML
March – April 2001

- For patrons/patients to direct them to useful and reliable information. Also for doctors to give to their patients looking for good info. The pens will be used for the library; my patrons like to know that this library is part of a bigger group and that we have a connection to the National Library of Medicine.

- To assist to advertise NLM resources our health professionals who do research on our new patron computer in the library.

- To market the use of PubMed and MEDLINEplus to physicians and hospital staff during National Library Week.

- The Hospital is going to have a health fair to promote various services available to Hospital employees, physicians, and family members with a sick child in the Hospital. We are planning to publicize our Medical Library and Family Resource Center.

- I have many patrons in the hospital who would like to learn how to use PubMed and MEDLINEplus themselves. I run small classes on search techniques, and would like to give out the bookmarks and pens when I teach the classes.

- I am teaching a CME class for our physicians in May on locating medical literature and information on the Internet and plan to highlight NLM databases, Gateway, PubMed, etc. These would be a good eye catcher!

- We have a sizable patient education library and general library (4000 sq. ft) adjacent to our Medical Library. We have a large patient education poster and lecture to our patients at the Health Care Consumer Council here. We also recently put an article in our newsletter for patients letting them know about MEDLINEplus. When we lecture, we like to handout the bookmarks, and we put the MEDLINEplus posters around the libraries. This has been really good PR for MEDLINEplus.

- The poster is going to be displayed in a case that is used for departmental awareness and promotions in the hospital. Each department has a week or so each year to create a display. Our week for the Library is the week of 7-16-01. The coordinating bookmarks and pens will be in the Library for handout as we attract new patrons (and old) that week. Please let me know if you need more information.

- Will distribute booklets to patient education committee members and give out bookmarks at community health fairs & during presentations on finding health information.

- 1. Library Use - for reference. 2. For our parish nurses who do out reach work in the parishes. 3. Reference for managers of our free clinics in the LA area - about 10 of them.

- We have just designed an all day training class that focuses on the pharmaceutical aspects of out service. I will be presenting a three-hour overview of PubMed and MEDLINEplus and other NLM features, and I would like to use these items during the training.

- I intend to use the Health Hotlines book for reference within the library for both patients and staff. The screen swipes will be used to give away at the Library In-Service booths for Nursing Department Skills Day.

- To be given out to those coming to the library and trying to get information on how to access the National Library of Medicine for patient or clinical information.

- I have been using your promotional materials to make out doctors and other patrons more aware of the NLM web site and information. We have just acquired a new patron computer.

- These items will be used to promote the library during National Library Week April 1-7.

- Library week is coming up. We are going to have an Open House to promote our library. Where can I find more Library (NLM) related posters?

- National Library week - promoting our hospital library; update library bulletin board.

- I plan to use these items to promote national library week. If there are costs involved, I'd be happy to send a check to you ASAP.

- Promotional items to be given out during library week to staff and patients.

- To be given to people coming to the library in the month of April and to the public library close by.

- I teach PCs at both [hospitals] and run both libraries. These posters are going outside of both libraries to assist in advertising our medical information and the web classes.

- Great tools to my Doc's and staff MEDLINE. Helps when you have something free for them to pay attention.

- Posters will be displayed in the Library and Main hospital entrances. Pens, bookmarks, and postcards will be given to patrons using the library that week. Thank you for these wonderful items!

- Place in Hospital lobby, in library, give to health professionals.

- Our Hospital is having an open house in three weeks. I would like to give these away at our booth. (Is there a charge for the pens? I would not be able to order them if there is) Thank you very much!

- I would walk them over to the public library a few blocks away as an entrée to explaining our willingness to have community members referred to our library for help with clinical medicine topics.

- The MEDLINEplus poster will be displayed in the library and in a corridor display case - great publicity! Bookmarks (as long as they will last!) will be clipped to the library welcoming/marketing letter sent to all new physicians, nurses, and hospital managers. Thanks! (Great to see something colorful at last.)

- I will give the bookmarks our to patrons with the books they check out and the pens will be in prominent places for those to use who are unprepared to fill out a book card for checkout.

- I will distribute them to staff at training sessions and to patrons.

- National Library Week celebration. Would like to have for our Friday April 6th book giveaway and party to publicize our library to hospital staff and physicians

- Training and information for library staff members and interested volunteers/patrons.

- Bookmarks and pens at circulation desk for patron use.

- Awareness among physicians who use our small hospital library. Also for posting in Physician's lounge and Employee bulletin boards.

- I am having an open house on April 4. I will be letting the public know about our wonderful resources here at the library and inviting them to visit during our open house. Also, all of the hospital personnel, volunteers, physicians, and their staff will be invited.

- To encourage our researchers to utilize one of the best resources for medical information by giving them something that will constantly remind them.

- Will place on Medical Library circulation desk and at computer carrels to publicize NLM.

- To promote patient/community education.

- I want to display the posters in the staff break rooms (3), the mail room (1), and (1) in the medical library. The pens, bookmarks, and post cards I can distribute when I give my next class on PubMed to the staff here at the hospital. The next class is scheduled for June, having these items would be great!

- We regularly give classes to our patient educators in the hospital and also to community groups and public librarians on the topic of excellent consumer health web sites. I intend to use these items as "giveaways" at the classes, as they will help emphasize my point of going to MEDLINEplus first. Thank you for making these available. They will make us more effective trainers.

- Planning, in cooperation with our Center's Health Unit, to promote National Employee Health and Fitness Week in May.

- As a part of my new Performance Improvement project on marketing of electronic resources to our physicians.

- Within the Medical Center library to promote the use of health related resources.

- Publicize services in newly moved, radically downsized library.

- For use in classes demonstrating MEDLINEplus and PubMed. We also find them invaluable when working with the public. Instead of trying to write down the URL, we give them a MEDLINEplus pen. They are thrilled with the web site and easy way to remember URL.

- Distribute to doctors, students, and others interested in web access to medical information.

- We are having an open house to unveil our revamped medical library to the nursing and medical staff. We would also like to give some items out to our patients/families.

- As handouts for National Library Week.

- I would like to give these to new doctors as part of a packet of information about library services that they receive when they begin work here at the hospital.

- We plan to give one to each public library branch in Pima County as part of the CHILÉ project.

- To promote library activity.

- In house promo.

- To promote NLM and MEDLINE to my library patrons

- I would like to pass the pens out to pharmacy students to remind them of all of the resources that I continuously tell them about from the NLM. I have also been telling them about MEDLINEplus and I would like to promote it more so that they will use it here and when in practice.

- Handouts for Library month awareness tables/volunteer recognition/hallway and window poster/ mailing of postcards to supporters and community members.

- At computer stations and on library tables…Thank you.

- Give to non-[affiliated] library users who want MEDLINE access, etc.

- We are in the process of rebuilding to replace a building that came down in the 1994 earthquake. Our library is now in two trailers in the doctor's parking lot. When the new library opens, I will have all kinds of publicity for library services. I would like the poster for the new library walls and the pens would be taped to patron computers. We probably will not open until September, but you said that supplies were limited.

- Display poster near public computers.

- Course-integrated instruction and at reference desk.

- I would like to take them and donate them to a small medical reference section at a local public library.

- Patient handouts.

- We are planning an Open House for our Medical Center staff and patient members to educate them about the library and MEDLINEplus.

- The book marks especially I intend to put in our Consumer Health Area. The poster will be placed in the Consumer Health Area around our reference area.

- We plan to distribute these pens at events promoting the use of PubMed.

- Distribute some and leave some at the library.

- Health Hotlines is to help answer reference questions. Bookmarks are to be given to the public who use the library.

- Distribute to division staff to maintain awareness of MEDLINEplus site.

- For patient health education committee members.

- Advertising consumer health and as rewards for returning "lost" materials.

- Would like to use in nursing staff education course.

- Library use/patrons.

- To give out to interested physicians.

- Both booklet and pens will be for patrons/'use and for assistance in offering health-related information. Thank you.

- Consumer health outreach.

- Distribute them to staff.

- For library use only.

- Provide to researchers during upcoming library open house.

- To distribute to public health nurses in Pima County through an NLM grant.

- Promote NLM's E-resources, specifically, PubMed and MEDLINEplus to the library patrons.

- One for the consumer health section of our library and one for our Family Resource Center we are building.

- The booklets will be made available as resource directories and the screen swipes will be used as giveaways for our library open house schedule in May. Thank you!

- Promotional materials for library patrons.

- 3 for members of our library's team and 1 for distribution.

- Doctor's dictation rooms for all but the booklet. Booklet to be used by the social work department.

- The booklets will go 1 to each various reference desks on campus, and 1 to the hospital librarian. They are moving their library and will not see the email. Bookmarks and pens for patrons, the screen swipes will be used on the monitors if convenient.

- Poster: display on bulletin board. Pens and Screen swipe: distribute to staff. Booklet and bookmarks: distribute to patrons and one for reference.

- Swipes - for computers. Booklets - for offices.

- For use primarily by library staff and patrons.

- NLM pens will be used in the medical library. Hotelmen booklets will be used in Patient Education Resource Center to inform patrons/promote MEDLINEplus.

- Library promotion with Hospital and Medical staffs.

- These items will be used for our new member orientation meetings, future Internet classes and community events. I have used NLM items in the past for health fairs, etc.--and it has been a hit. Thank you!

- To distribute to patrons attending a library open house.

- I don't want to be greedy, and please don't deplete your stock for me, but the first five you sent me were so popular among our physicians, that I would like to request as many as you can spare. I gave one to our chief dietitian, as well as several interested physicians. Thanks.

- The booklets will be for reference here in the library and in the social services office. The other items will be saved for the opening of our new library in the new building replacing the earthquake damaged old one. We are presently in 2 trailers in the MD parking lot.

- For library patrons/patients/members.

- Library promotion.

- For various library and promotional use…

- Use in classes and when we give one-on-one instruction. The booklet we would like to preview to see if we can use more Thank you for this great service!

- For use in the medical library at small in-house training sessions on MEDLINE searching.

- Handouts at health fair: continuing CME classes at the hospital over the next few months

- Distribute them to patrons and to the public libraries we have partnered with.

- The Health Hotline books will be distributed to each public library branch and to neighboring public libraries. The bookmarks & pens will be distributed at the Clark County 2001 Wellness & Health Fair in June. Thank you

- To promote NLM products and services.

- One pen to each student. Students are taught how to use PubMed; one-to-one training basis in library.

- For public distribution on an information kiosk.

- Special Outreach to staff, consumer health info not just the clinical library but 2 Internet PCs, and patient education files.

- For a public health nursing grant that I have from NLM.

APPENDIX D

Library of California

Report of the Library of California Representative
MLGSCA Advisory Council Meeting/Business Meeting
February 8, 2001

The **Library of California (LoC),** an electronic network of California libraries that will eventually make it possible for any Californian to use any library anywhere in the state.

Library of California Home Page   http://www.library.ca.gov/loc/
Library of California Mailing List   http://www.library.ca.gov/loc/buffer/mailing_list.html

Connection (online newsletter)   http://www.library.ca.gov/html/newsletter.html

Schedule of 2001 LOC Board Meetings:

February 14-16	Riverside
April 25-27	Sacramento
June 27-29	Fresno
August 15-17	San Diego
November 5-7	Long Beach (CLA)

Southern California Regional Library Networks:

Arroyo Seco Library Network
(Los Angeles and Orange Counties)
http://www.asln.net/

Gold Coast Library Network
(San Luis Obispo, Santa Barbara and Ventura Counties)
http://goldcoastlibraries.org/

Tierra del Sol Regional Library Network
(Imperial, Inyo, Riverside, San Bernardino, and San Diego Counties)
http://www.sjvls.lib.ca.us/sjvls/loc.html

Heartland Regional Library Network
(Mariposa, Madera, Kings, Kern, Tulare and Fresno Counties)

Noteworthy Items

- Seven regional library networks (1,312 member libraries) begin operations January 1, 2001
- $361,000 granted to each network for services from January to June 2001
- Each network will operate under a board of directors selected by its membership council
- Charter membership is closed; membership applications are still being accepted
- For more information about your regional library network visit the Web site
- A map of regional library networks is at http://www.library.ca.gov/loc/buffer/maps.html
- For specific information about LoC and the regional library networks contact:

  I.   **Diana Paque, LoC Director**
(916) 653-7183
dpaque@library.ca.gov

Submitted on January 22, 2001 by Heidi Sandstrom

APPENDIX E

Consumer Health Information for California

Consumer Health Information for California

Final Report

Summary

In February 1999, the Pacific Southwest Regional Medical Library (PSRML), with outreach funding from the National Library of Medicine, launched a pilot project in collaboration with the California State Library and the Del E. Webb Memorial Library of Loma Linda University (Webb Library). The overall goal of the project was to facilitate the ability of public library staff to answer consumer health questions. The project included the development of core lists of health materials for public library pilot sites, and of a series of training modules to assist public librarians in providing consumer health information. The California State Library provided funds for consumer health materials to be added to these public library pilot site collections. The project concluded in April 2001.

I.   Project Goal

To enhance the skills and resources of public library staff in addressing consumer health questions.

II.   Target Audience

Public library staff and volunteers who are getting consumer health questions. The backgrounds of these individuals vary from staff with no formal library training, to librarians who would benefit from a review of basic health reference principles and techniques and of health information resources.

Number and types of librarians trained: 120, ranging from library assistants to directors.

Populations served: The public library staff trained through this pilot project serve the public in a 5-county region of southern California that includes Imperial, Inyo, Riverside, San Bernardino, and San Diego counties. The 1997 population figures from the U.S. Census Bureau indicate that a fairly high percentage of individuals are living below the poverty level (from 12.8%-31%), are under age 18 (24.8%-33.4%), and are of Hispanic origin (10.7%-72.9%). In Inyo County, the most rural county in the region, with a population density (people per square mile) of 2, 10.0% of the nonwhite population is American Indian. Imperial and San Diego counties border Mexico.

III.   Partners

- Pacific Southwest Regional Medical Library – located at the Louise M. Darling Biomedical Library, University of California, Los Angeles (nnlm.gov/psr/)
  Beryl Glitz, Associate Director
  Subcontract Manager: Heidi Sandstrom, Coordinator, Consumer Health Information Services
- Del E. Webb Memorial Library, Loma Linda University, Loma Linda, California
  (library.llu.edu)

Project Managers: David Rios, Director and Carlene Boyle, Chair, Public Service
Instructors: Elisa Cortez, Reference Librarian
Marissa Smith, Reference Librarian
- California State Library, Sacramento, California (www.library.ca.gov)
  Barbara Will, Networking Coordinator, CA State Library
- Riverside Public Library, Riverside, California (www.ci.riverside.ca.us/library)
  Judith Auth, Director, Riverside Public Library
- Serra Cooperative Library System, San Diego, California (www.serralib.org) – a network of public, academic, and special libraries in the southern California counties of Imperial and San Diego
  Sue Swisher, Director
- Inland Library System, Riverside, California (www.inlandlib.org) – a public library cooperative serving eighteen member libraries in Riverside, San Bernardino and Inyo Counties in Southern California
  Kathy Aaron, Director

IV. Funding Sources

Pacific Southwest Regional Medical Library
- subcontract funding to develop a list of recommended materials and a series of workshops for Riverside Public Library – $14,747

California State Library
- to purchase collection materials for the central and four branch libraries of Riverside Public Library, Riverside, CA – $13,558.47

- to extend training to libraries in the Tierra Del Sol Library Network of the Library of California (includes the Serra Cooperative Library System and the Inland Library System) – $7,000

- to purchase consumer health materials for the libraries that sent staff members to the extended training – $158,250

V. Project Development

The project encompassed four phases: core list development, module development, pilot I implementation (initial pilot and extension), and evaluation.

A. Core list development

During the core list development phase, the project librarians:
- Went on site visits to the central and four branch libraries of Riverside Public Library to consult with local staff.
- Collected demographic and public health data for Riverside County. This data provided information on culture, languages, and diseases in the county.

- Considered the "Healthy People 2000" objectives that Riverside County Department of Public Health had chosen to highlight for the region.
- Searched Internet for similar lists.
- Searched MEDLINE, Library Literature, and ERIC for articles describing other consumer health projects.
- Looked at National Cancer Institute (NCI) statistics to determine most prevalent types of cancer.

B. Module development

Three modules were developed:

Module 1-- basic health reference interviewing; strategies for handling consumer health information questions; legal/liability aspects of providing this type of information; types of resources available, including information on appropriate societies, self-help groups, etc.; and an introduction to medical terminology

Module 2-- use of the basic core materials included in the lists developed for this project, as well as other relevant resources available in existing public library collections, to answer consumer health information questions

Module 3-- use of online resources available to answer consumer health questions, including those made available by the National Library of Medicine and other government agencies, MEDLINE/PubMed and MEDLINE*plus*; local document delivery options and local networks

Format for the modules relied heavily on the *California Opportunities for Reference Excellenc*e (CORE) workshops developed for public libraries in California. Modules were pre-tested on Circulation staff members in the Del E. Webb Library and then revised; each of the resulting modules was three hours in length.

C. Implementation

Initial Pilot
February 1999 – April 2000
Webb Library medical librarians trained Riverside City System Librarians and staff members in two 3-module workshops. The online resources module was conducted in a computer lab so that the participants could have hands on experience with the resources. All city libraries received core list materials for their collections following the workshops.

Training sites:

Riverside Public Library
3581 Mission Inn Ave. Riverside, CA 92501

Del E. Webb Memorial Library, Loma Linda University

11072 Anderson St. Loma Linda, CA 92350

Extension
May 2000 – April 2001

In order to extend the pilot project, additional funding was requested Webb Library and granted from the California State Library to provide training to public librarians in the Tierra del Sol Library Network (Region 5 of the Library of California). This Network includes Imperial, Inyo, Riverside, San Bernardino, and San Diego counties, and the Inland and Serra Cooperative Library Systems. A supplemental grant was subsequently given to Loma Linda University to order, purchase, and distribute the core list materials to libraries within these library systems. PSRML facilitated the training and collection development effort of the pilot extension. Twelve three-module workshops were conducted at eight sites in the five-county region of the Network. Overall, 38 public libraries received consumer health training and materials during this phase of the project.

Training sites:
(Date, modules taught, location, congressional district, library description, number of participants)

August 17, 2000 – Modules I and II
Camarena Memorial Public Library
850 Encinas Ave.
Calexico, CA 92231-9998 (52nd district) (Imperial County)
Main library – has 1 station
17 participants

August 18, 2000 – Module III
Imperial Valley College
Spencer Library Media Center
380 E. Aten Rd.
Imperial, CA 92251 (52nd district) (Imperial County)
Community college library
20 participants

August 22-24, 2000 – two workshops (Modules I, II and III)
San Diego Central Library
820 E. St.
San Diego, CA 92101-6478 (49th district)
Main library – has 33 branches/1 bookmobile
24 participants

September 11, 13-14, 2000 – two workshops (Modules I, II and III)
San Bernardino Public Library
555 W. 6th St.
San Bernardino, CA 92410-3094 (42nd district)

Main library – has 3 branches/1 station
22 participants

September 26-28, 2000 – two workshops (Modules I, II and III)
Riverside County Library, Robidoux Branch
5763 Tilton Ave.
Riverside, CA 92509-6695 (43rd district)
Branch library
9 participants

February 21-23, 2001 – two workshops (Modules I, II and III)
Palo Verde Valley District Library
125 W. Chanslorway
Blythe, California 92225-1293 (44th district) (San Bernardino County)
Main library
4 participants

March 14-16, 2001 – San Diego, California – two workshops (Modules I, II and III)
San Diego County Library Headquarters
5555 Overland Ave. Building 15
San Diego, CA 92123-1296 (49th district)
Headquarters – has 23 branches/8 stations/2 bookmobiles/1 other outlet
16 participants

April 24, 2001 — one workshop (Modules I, II and III)
Inyo County Free Library, Bishop Branch
210 Academy Ave.
Bishop, California 93514-2693 (4th district)
Branch library
8 participants

C. Evaluation

Both the initial and extension pilot workshops received high marks from participants.

"I feel much better prepared to serve my clientele when they come to me with health queries. I look forward to returning to my branch and sharing what I've learned with my staff."
"Great to have allocated time for "hands-on" of major reference books!"
"Even though some of the books were familiar, I learned new information that they provided, because I took this class. Excellent class for every level of reference librarian and technician."
"Reviewed and reinforced information."
"The online section of the workshop should be made mandatory for all reference staff…"

Of special note was an email from Connie Barrington, Assistant Director, Brawley Public Library, on August 29, 2000:

I am writing on behalf of both Brawley Public Library and the Desert Valley Library Media Association to thank you for the health resources and the training. Carlene [Bogle] was great and we all learned so much. I've already had several opportunities to share what I learned with our patrons. This was a fabulous opportunity for us here in Imperial Valley. Because our economy is so severely depressed (we are generally accounted the poorest county in the state), often our book budgets and resources are limited. Additionally, none of us have strong backgrounds in medicine or consumer health, so even when we had money we did not necessarily know what were the best resources to offer our patrons. As a result of the grant, all of us gained knowledge we are already passing along. The books from the bibliography were so useful, I saw immediate applications for patrons. I cannot thank you enough for this wonderful opportunity. Be assured that these resources will be put to immediate good use. If I can elaborate further, please let me know.

Connie Barrington, Asst. Dir., Brawley Public Library

P.S. One area of great need here, to keep in mind for future consideration, is any medical resources in Spanish or other languages, such as Chinese, Korean, Tagalog and Farsi. Our elementary schools estimate about 50% of their households are monolingual Spanish and we are receiving new immigrants from other areas as well.

VI. Presentations:

Rx for Access: Consumer Health Information for California
California Library Association 101st Annual Conference, Palm Springs, California
November 14, 1999
Speakers:
Judith Auth, Director, Riverside Public Library
Carlene Bogle, Chair, Public Services, Del E. Webb Memorial Library, Loma Linda University
Heidi Sandstrom, CHIS Coordinator, Pacific Southwest Regional Medical Library, UCLA
Barbara Will, Networking Coordinator, California State Library

Consumer Health Information for California: A Cooperative Effort Between Academic and Public Libraries
2000 Joint Meeting of the Medical Library Group of Southern California and Arizona and the Northern California and Nevada Medical Library Group, San Diego, California
February 11, 2000
Speakers:
Carlene Bogle, Chair, Public Services, Del E. Webb Memorial Library, Loma Linda University
Elisa Cortez, Reference Librarian, Del E. Webb Memorial Library, Loma Linda University
Marissa Smith, Reference Librarian, Del E. Webb Memorial Library, Loma Linda University

Consumer Health Information for California: Collaborating for Access (Poster Session)

2001 Annual Meeting of the Medical Library Association, Orlando, Florida
May 25-30, 2001
Authors:
Carlene Bogle, Chair, Public Services, Del E. Webb Memorial Library, Loma Linda University
Elisa Cortez, Reference Librarian, Del E. Webb Memorial Library, Loma Linda University
Marissa Smith, Reference Librarian, Del E. Webb Memorial Library, Loma Linda University
Heidi Sandstrom, Coordinator, Consumer Health Information Services, Pacific Southwest
Regional Medical Library, UCLA

VII. Problems Encountered/Solutions Employed

The initial time allotted for completion of this project was seven months. It quickly became apparent that this was not sufficient time, given the scope of the project, and the subsequent loss of Webb Library staff once the project began. All partners agreed to extend the project to April 2001, by which time most of the   objectives had been met. Formal evaluation of usage of the core materials by Riverside Public Library staff was not completed, and Module III was not as fully developed as the first two modules. Riverside Public Library staff did not do the training for the pilot extension, as originally proposed; librarians from the Webb Library and the Pacific Southwest Regional Medical Library did the training. Despite this, the project was well received and had a positive impact on the level of consumer health services provided by the public libraries in the region. A more specific plan to evaluate usage of materials, and outcome of training efforts would have given further validity to the perceived success of the initial and extended projects.

VIII. The Future

The web site developed as part of the project, including links to the core list and training modules, will be maintained at PSRML:

nnlm.gov/psr/chic/

Beyond the positive outcome of increasing the ability and confidence of public library staff to answer consumer health questions, and enhancing public library consumer health collections, this pilot has served as a model of successful cooperation between medical libraries, public libraries and the State Library in California. Plans are to expand training and collection development efforts in the six other Regional Library Networks of the Library of California (LOC), starting with the Cascade Pacific Library Network, which encompasses a 13-county region in northern California. This model will be shared with other state libraries in the Pacific Southwest Region, and with the Regional Medical Libraries in other regions of the country. In addition, developments in digital reference services, patron initiated requesting, and improved access to electronic, full-text health information will likely enhance future collaborations.

APPENDIX F

SUBCONTRACT REPORTS

Arizona Internet Connectivity Program
Rural Health Office
University of Arizona
2501 E. Elm St.
Tucson, AZ 85716

January 1 – March 31, 2001

P.O. # 5415 V BB678 00

Patricia A. Auflick
Rural Health Office
2501 E. Elm St.
Tucson, AZ 85716
(520) 626-7946 ext. 132

May 21, 2001

Arizona Internet Connectivity Program

I. Number of Loansome Doc Requests

We continue to receive Loansome Doc requests from Casa Grande Regional Medical Center; however it is only one physician who continues to place the requests. The following are his requests for the months indicated:

	Loansome Doc Requests
Jan. 2001	2
Nov. 2000	1
Oct. 2000	3
Sept. 2000	8

II. Success Stories

A workshop was held at the Benson Hospital on March 22, 2001. The group seemed receptive to the information.

III. Impact of Information

In general, the workshop participants are pleased to learn about PubMed and MEDLINEplus. There are always questions about whether or not they will be able to access these sites from home; however there is no way to determine if they do actually go to the sites to find health information.

IV. Problems

For some reason there has been next to no interest by the institutions in participating with this project. Each CEO and Chief of Staff has been contacted twice to see if they are interested in getting access to the Internet, acquiring a computer, and learning where to find health information. In the case of one institution, the CEO indicated they were not interested in having any training; however, the medical staff contacted me to come and do a workshop.

In February, my time at the Rural Health Office was reduced to 30%. It seemed like I never had time to follow up with phone messages; however that problem was resolved when we hired Daphne Anthony, a student in May. (See Administrative Activities).

V.   Administrative Activities

Letters were sent a second time to each of the 18 institutions. Follow-up phone conversations have taken place to ascertain their interest in the project, and to try and determine if they would like to host a training workshop at their site. Part of this follow-up has also included identifying which institutions currently have access to the Internet or have participated in other NLM grants and received hardware, training, and Internet access.

During the spring the Rural Health Office Business Manager, indicated to the principal investigator that there was $3,000 of unspent salary in the budget for this project.   Discussions on how to handle this, resulted in the hiring of a student worker, Daphne Anthony, to assist with the phone calls, setting up workshops and help with preparing materials for the workshops. She has been able to confirm a few workshops.

The Project Director met with members of the Tribal Connections project out of the Pacific Northwest Regional Medical Library in March. It is hoped that there can be some collaboration between NWRML and the Arizona Health Sciences Library. Currently, the NWRML is hiring for two positions before their work in the southwest will pick up again.

Five computers from the Virtual Development Center (VDC) Project were installed at the hospital in Douglas. To date the hospital has NOT expressed an interest in having PubMed/MEDLINEplus training in their facility.

IV.   Activities for Next Quarter

Workshops are scheduled as follows:

May 16, 2001	Northern Cochise Community Hospital - Willcox
June 12, 2001	Cobra Valley Community Hospital - Globe
June 21, 2001	IHS, Ft. Defiance – Ft. Defiance

Loansome Doc requests will continue to be filled.

Follow-up phone called will be placed by Daphne to try and set up a few more workshops in the remaining weeks of this project.

The chart indicating if institutions do/don't have access to the Internet will be competed.

The organizers for the annual Rural Health Conference have been contacted to see if Mary Riordan and Pat Auflick can do a MEDLINEplus/Consumer Health session at the conference. A decision is still pending based on the room availability.

Member Libraries - Status of Internet Connections and PubMed Workshops

City	Institution	Contact Person	Phone/Fax	E-mail	Internet Connection	PubMed CME training	Notes
Benson	Benson Hosp. Med. Library	–	(520) 586-2261		yes - phone lines	March 22, 3 p.m.	
Casa Grande	Casa Grande Regional Hosp. Libr.	Kelly Carter	(520) 426-6517 426-6599 fax	Kcarter@ cgrmc.org	yes - phone lines		Part of NLM grant 1999-2000
Chandler	Chandler Regional Hosp. Libr.	–	--				
Chinle	Chinle Com-Prehensive Hlth Care Facility, IHS Med Staff Lib	–	--				
Douglas	Southeast AZ Med Ctr Lib	Carl Sproule, Coord. Med. Svcs.	(520) 364-7931, ext. 3487		don't know		4/25, left message
Fort Defiance	Public Health Svcs. Indian Hosp. Med. Library	Elizabeth Leister, MD	(520) 729-32113	Elizabeth. Leister@ fdih.ihs.gov	T-1 line	Confirmed for June 21, 10 a.m.	Yes; very interested; please send information
Globe/ Claypool	Cobre Valley Comm. Hlth. Med. Library	Linda Youngman	(520) 402-1175			Confirmed for June 12, 6 pm	
Kingman	Kingman Regional Med. Ctr. Library	Beverly Thompson	(520) 757-0605				4/25, fast busy, 1:45 & 3:10 pm
Mesa	Mesa General Med. Ed/Libr, 515 N. Mesa	Judy Haines	(480) 461-6437		Yes		Booked past June.
Mesa	Valley Lutheran Hos.	Joyce Kern	(480) 461-2189		T1 line		4/25, left message
Parker	CRIT Public Library	Amelia Flores	(520) 669-9211 x 285		phone lines		part of NLM grant; part of tribal connect
Parker	La Paz Reg. Hosp. Library		(520) 669-7300				Tribal connections
Parker	Parker Public Library	Jana Ponce	(520) 669-2622				Tribal connections
Phoenix	Maricopa Co. Med. Society Med. Library	Patricia K. Sullivan	(602) 251-8153	library@ medical-society.com	yes		4/25, left message
Phoenix	St. Lukes Medical Ctr. Rosenzweig Hlth Sci Libr	Teresa Cordero	(602) 251-8153				Will call us in May

Scottsdale	Samaritan Behavioral Hlth Ctr. Med. Libr.	Joanne, Med. Staff Svcs.	(480) 941-7509; FAX, 941-0890				Please fax information
Somerton	Sunset Hlth Ctr. Med. Libr.	Mary Castillo	(520) 627-2051; FAX, 627-3857		Only connection for drs. is in clin. mgr's ofc. (phone line)		Send lit./info to Mary, PO Box 538, Somerton, AZ 85350
Springerville	White Mtn Reg. Med Ctr Resource Libr	Pattie, Admin.	(520) 333-7173	ptijerino@ cybertrails. com	Don't know		4/25, left message; physician mtg. May 7
Tucson	Ronald MacDonald House	Sharon Gilbert	(520) 326-9003	sgilbert@rmhc tucson.org	phone connection		
Wickenburg	Wickenburg Reg. Med Ctr Med. Staff Libr.	Sheena Benson, HR Dir., or Sandy Crowell, Admin Secy					4/25, left message; Diana Churchill is leaving 5/18
Willcox	Marchand Conyer	Northern Cochise Comm. Hosp Med. Libr.	(520) 384-3541, ext. 220		Yes - 2 computers in hospital	Yes. May 16, 12:30, lunch provided	

CAMIL 3 Project
Quarterly Report

Project: CAMIL 3

Institution: Savitt Medical Library, University of Nevada
        Reno, Nevada

Purchase order #:5415-G-BB347-00

Submitted by: Joan Zenan, Principal Investigator
        Savitt Medical Library/306
        University of Nevada School of Medicine
        Reno, NV 89557-0046
        (775) 784-4625

    Third Quarterly Report for January 1, 2001-March 31, 2001.

       April 26, 2001

CAMIL 3 Project

I. Description of Progress Toward the Projects Major Objectives

A.   Administrative Activities

Joan Zenan, PI, kept in contact with Gerald Ackerman and Ned Chaney to make sure the hardware installation schedule was being completed on time.

The 7 sites had their new computers installed and their Internet access up and running.

Battle Mountain General Hospital-Battle Mountain Clinic, Battle Mountain, NV
Grover C. Dils Hospital-Lincoln County Clinic, Caliente, NV
Alamo Clinic, Alamo, NV
Pyramid Health Clinic, Pyramid Lake, NV
Gerlach Medical Clinic, Gerlach, NV
Northeastern Rural Health Clinic, Susanville, CA
Carlin Clinic, Carlin, NV

The Carlin Clinic was not in the original proposal, however, the cost of the computers for the 8 sites came in lower than projected, so we had the hardware funds to add one more set up. A happy situation for all concerned.

B.   Planning Activities

Gerald Ackerman and Ned Chaney continued contacting site participants, selecting the necessary hardware, and arranging installation dates. Ned completed on-site technical assessments for Alamo, Pyramid, Gerlach, Schurz, Bishop, Carlin, and the Northeastern Rural Health Clinics.

Terry Henner and Ned Chaney began planning for training activities, via videoconferencing from Reno. A new scan converter was being purchased by the Medical School to allow better projection of web sites.   This is critical to any kind on online training we would want to do for our CAMIL3 sites. We did not have to contribute CAMIL3 funds to this effort, though we had offered.

C.   Publicity/Marketing Activities

None this quarter.

D.   Training/Demonstration Sessions

None this quarter

E.   Exhibits (if applicable) - N/A

II.   Loansome Doc/Document Delivery Activities

   58 Loansome Doc requests were filled this quarter.

III.   Evaluation Activities – None this quarter

IV.   Problems/Corrective Action – N/A

V.   Lessons Learned/Significant Feedback – N/A

VI.   Projected Activities for Next Quarter

   The last two sites, Walker River Tribal Health Clinic, Schurz, NV, and Toiyabe Indian
   Health Project, Bishop, CA, will be completed next quarter.

   Terry, Joan, Gerald and Ned will continue to work on various ways to train staff in the clinics
   that have received the CAMIL3 computers. For those sites with videoconferencing
   capabilities we will try that means first. At the other sites, we will make personal visits for
   training sessions. These may not take place until after end of the grant, however, we are
   committed to ongoing training and contact with all CAMIL sites for the foreseeable
   future.

VII. Reporting Forms for Training/Demonstration sessions and/or Exhibit Reports – N/A

VIII. Appendix - N/A

Partners in Information Access Projects
Quarterly Report

Project: **Public Health Information Link (P.H.I.L.) for Nevada**

Institution: **Savitt Medical Library, University of Nevada**
Reno, Nevada

Purchase order #:5415-G-9B43700

Submitted by: **Joan Zenan, Principal Investigator**
Savitt Medical Library/306
University of Nevada School of Medicine
Reno, NV 89557-0046
(775) 784-4625

Second Quarterly Report for January 31, 2001 – March 31, 2001.

March 27, 2001

PUBLIC HEALTH INFORMATION LINK (P.H.I.L.) FOR NEVADA
Description of Progress Toward the Projects Major Objectives

A. **Administrative Activities**

Terry Henner held an informal focus group session with 4 staff at the Clark County
Health District office on January 8th. He was looking for feedback on the PHIL
project and its impact on these practicing public health professionals. They all
agreed that the classes were very important to them, and they would like more
classes in the future.

The web development student finished fine-tuning the PHIL web site, checking links
and adding additional links.   He also completed our gray data project, the mounting
of the Nevada State Public Health Laboratory's <u>Directory of Services</u> on the PHIL
web site. (www.med.unr.edu/2phil/handbook.handbook.htm) It provides access to
all of the laboratory's rules, regulations, procedures and forms needed by public
health professionals to correctly submit specimens for culture. The web site lists the
table of contents and a page number. Clicking on a directory page number opens a
PDF file that can be downloaded. The Director of the Laboratory will be publicizing
the Directory's existence on the PHIL site in an issue of his monthly newsletter that
goes to all public health agencies in Nevada.

We were sad to learn that Ray Chua, our enthusiastic and very helpful contact at the
Clark County Health District, was moving to San Diego. Another person in his
office, Raylene Earney, has also been a great help so we will continue to stay in touch
with her.

B. **Planning Activities**

Joan Zenan continued to participate on the Steering Committee for the Public Health
Outreach Forum to be held at NLM on April 4-5,2001. The Steering Committee is led
by Neil Rambo, University of Washington RML and also includes Marjorie Kahn,
National Library of Medicine, Kristine Alpi, Cornell, Cathy Burroughs, University of
Washington, and Jocelyn Rankin, CDC. Several conference calls were conducted to
finalize the agenda, and e-mail was used to formulate the questions to for the focused
panel discussions. Terry Henner was brought into the Forum planning in March
when Kris Alpi said she was unable to attend the Forum. Terry will lead the panel
discussion on web resources on April 4th.

Joan and Terry met with Alice McQuone, assistant to the Washoe Country District
Health Officer, on March 1st. She was given a tour of the medical library and Joan
reviewed the PHIL grant and its objectives. She also discussed the desirability to
partner with the Health Department on further development of the PHIL web site.
Terry reviewed the potential for training classes and gave her a "tour" of the PHIL
web site. She appeared to be enthusiastic about working with us to facilitate our
giving training classes, however, no classes have yet been scheduled.

Joan, Terry & Patty Charles met on February 5th to review the evaluation efforts of Patty's research assistant and plan for further evaluation follow up phone calls.

Joan and Terry began discussions with Eileen Columbe of the Washoe County District Health Department concerning the submittal of an abstract on the PHIL project to the ASTHO/NACCHO annual poster competition.

On March 6th, Joan and Terry met with Dr. Marie Boutte, a medical anthropologist at UNR. She was interested in reviewing and evaluating the documents the medical library has in a file cabinet on nuclear testing at the Nevada Test Site. These documents are potentially another gray literature project that could be listed on the PHIL web site. She will look over the material in early April and let us know if it can be classified as gray literature.

C. **Publicity/Marketing Activities**

In February, Terry hired a journalism student to create a PHIL brochure. We plan on mailing the brochure to all class participants, to all Nevada public health agencies, and to Nevada's rural community health clinics. This will remind everyone of the existence of the PHIL web site, tell them about the project's objectives, and let them know that we are still available to teach classes.

D. **Training/Demonstration Sessions**

On March 27th, a hands on training session was held at the Savitt Medical Library on finding grant information (government and private) for two Washoe County District Health Department. The session had been planned for 6-8 people, but at the last minute illness or office crises kept them away.

E. **Exhibits (if applicable)**

None this quarter.

Loansome Doc/Document Delivery Activities

There were 44 Lonesome Doc requests this quarter.

II. **Evaluation Activities**

Patty Charles' research assistant continues to input evaluation data that is collected at each training session. The final analysis of the class evaluation data will take place at the end of the project. Patty was given a copy of Measuring the Difference: Guide to Planning and Evaluating Health Information Outreach.

III. **Problems/Corrective Action**

The development of a viable web page for the Nevada Public Health Association appears to be almost impossible to complete. As a volunteer organization, they have had a very hard time getting the information that they, and we, thought would belong on their web page.

We are still facing challenges in scheduling training classes for the Washoe County District Health Department staff. Even though we are working with their Health Officer's assistant, there still seem to be insurmountable obstacles to scheduling classes at the Health Department or at the Savitt Library. We will continue to inquire and be ready to respond if they indicate interest.

IV. **Lessons Learned/Significant Feedback**

None this quarter.

VI. **Projected Activities for Next Quarter**

If there is time before the project's end, we will provide some training sessions for the REMSA staff , Reno's Regional Emergency Medical Services Authority.

Additional training sessions will be given for Washoe County District Health Department staff, if they can find the time for us to come to them.

A final evaluation report will be prepared.

VII. **Reporting Forms for Training/Demonstration sessions and/or Exhibit Reports**

OUTREACH REPORTING FORM
(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: 3/27/01

TYPE OF ACTIVITY: [x] NLM System   [ ] Technology   [ ] Other (please specify)

         Session   Awareness
[x]   Other Internet Session   [ ] Train the Trainer

3. ASSOCIATION/INSTITUTION SPONSORING   ACTIVITY: Savitt Medical Library PHIL: Public Health Information Links for Nevada
4. ASSOCIATION/INSTITUTION CONDUCTING   ACTIVITY: Savitt Medical Library PHIL: Public Health Information Links for Nevada
5. OTHER COLLABORATING (OR COOPERATING)   INSTITUTION:
6. LOCATION WHERE ACTIVITY OCCURRED   Univ. of Nevada School of Medicine

A. CITY Reno	B.STATE NV	C. ZIP CODE 89557
D. COUNTY Washoe	E. CONGRESSIONAL DISTRICT 2	

7. LENGTH OF ACTIVITY (HOURS) 2	8. HANDS ON PRACTICE [x] YES [ ] NO

9. CEU   [ ] YES   [x] NO
   CME   [ ] YES   [x] NO
	10. SIGNIFICANT NUMBER
	    OF MINORITIES [ ] YES [x]
	NO
	    PRESENT (>50%)

11. NUMBER OF PERSONS WHO ATTENDED:

CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Public Health Administration		2	
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL		2	

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Terry A. Henner 775/784-4625

HEALTH CARE RESOURCES ON THE INTERNET

CALIFORNIA PACIFIC MEDICAL CENTER

SAN FRANCISCO, CALIFORNIA

Purchase Order: 5415 6 BB515 00

Submitted by:

Douglas L. Varner, MS, MLS
Library Manager
California Pacific Medical Center
Health Sciences Library
P.O. Box 7999
San Francisco, CA 94120-7999
Telephone: 415/923-3240
        Fax: 415/923-6597
E-mail:VarnerD@sutterhealth.org
Web Site: http://www.cpmc.org/health_library

Quarterly Report for January 1, 2001 through March 31, 2001

Submitted:
May 11th, 2001

National Network of Libraries of Medicine
Outreach Project
Quarterly Report for January 1, 2001 through March 31, 2001

Purchase Order: 5415 6 BB515 00

Outline for Quarterly Report

ADMINISTRATIVE ACTIVITIES

Health Sciences Library staff conducted 2 outreach sessions during the 3rd quarter. A session entitled "Health Information Resources for Seniors on the World Wide Web" occurred on February 22nd, 2001 and a session entitled "Women's Health Resources on the World Wide Web" occurred on March 20th, 2001. A session on "HIV Resources on the World Wide Web" was postponed from January 24th, 2001 until April 25th, 2001 and a session on "Perinatal Resources on the World Wide Web" originally scheduled for February 21st, 2001 was rescheduled for July 18th, 2001. The two sessions which did occur this quarter were conducted in the Graduate Medical Education Conference Center which has connectivity to the Internet, an LCD projector and a laptop computer. This equipment allowed for an interactive session composed of a power point demonstration followed by live, interactive demonstrations of various Internet resources. Handouts were distributed at all events which provided information on connecting to the electronic information resources available through the National Library of Medicine and additional internet resources from a variety of sources which were displayed as part of the sessions.

Number of Loansome Doc requests: None

Success Stories:

Participants gained an increased awareness and understanding of health information resources on the Internet, an appreciation for factors used in evaluating resources including currency, relevance, appropriateness and context of information and an explanation/discussion of Internet domain names: .edu, .com, .gov, .net, and .org.

Impact of Information:

Instructors on several occasions were able to outline retrieval of information for specific disease conditions of the participants either during class or on an informal basis before or after the sessions. One instance in particular occurred during the Senior Health session where one of the attendees with a visible goiter on her neck expressed frustration with her inability to retrieve information on her condition. The condition was very specific and information was not retrieved from MedLINEPlus. Searches were then conducted in PubMed and information was retrieved using this resource. The participant was very grateful to not only have the information made

available to her but also to be instructed in the content of PubMed and how to retrieve information from this resource.

Problems:

Issues this quarter centered primarily on publicizing the events. The HIV and Perinatal courses were rescheduled due to low pre-registration numbers. The Principle Investigator meet with Community Health Resource Center staff in February 22nd to strategize for these two groups. HIV publicity efforts were going to expand to a broader range of community groups in the San Francisco Area. A more focused, subject-based flyer listing internet resources on issues such as infant feeding, sleep patterns, holistic medicine and other topics will be developed for the Perinatal course and will be distributed in May 2001.

Activities for Next Quarter:

April 24th, 2001:   Introduction to Health Information Resources on the Internet (Part I).
April 25th, 2001:   HIV Resources on the Internet
May 1st, 2001:   Introduction to Health Information Resources on the Internet (Part II).
July 18th, 2001:   Perinatal Resources on the Internet

OUTREACH REPORTING FORM		
(Reporting forms should be included with Quarterly Reports)		

1. DATE OF ACTIVITY: February 22, 2001

TYPE OF ACTIVITY: [X] NLM System [ ] Technology Awareness [ ] Other (please specify)

[ ] Other Internet Session [ ] Train the Trainer

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY:
National Network of Libraries of Medicine, Pacific Southwest Region, UCLA

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY:
California Pacific Medical Center (CPMC)

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:
Community Health Resource Center

6. LOCATION WHERE ACTIVITY OCCURRED Graduate Medical Education Conference Center CPMC

A. CITY San Francisco	B. STATE CA	C. ZIP CODE 94115
D. COUNTY San Francisco	E. CONGRESSIONAL DISTRICT 8th	

7. LENGTH OF ACTIVITY (HOURS) 1 hour, 15 minutes	8. HANDS ON PRACTICE [ ] YES [X] NO

9. CEU [ ] YES [X] NO CME [ ] YES [X] NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) [ ] YES [X] NO

11. NUMBER OF PERSONS WHO ATTENDED:

CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
General Public		9	
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL		9	

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:

Douglas L. Varner
415/923-3240

OUTREACH REPORTING FORM
(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: March 20, 2001

TYPE OF ACTIVITY: [X] NLM System   [ ] Technology Awareness   [ ] Other (please specify)
[ ] Other Internet Session   [ ] Train the Trainer

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: National Network of Libraries of Medicine, Pacific Southwest Region, UCLA

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: California Pacific Medical Center (CPMC)

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: Community Health Resource Center

6. LOCATION WHERE ACTIVITY OCCURRED Graduate Medical Education Conference Center CPMC

A. CITY San Francisco	B. STATE CA	C. ZIP CODE 94115
D. COUNTY San Francisco	E. CONGRESSIONAL DISTRICT 8th	

7. LENGTH OF ACTIVITY (HOURS) 1 hour, 15 minutes	8. HANDS ON PRACTICE [ ] YES [X] NO
9. CEU [ ] YES [X] NO CME [ ] YES [X] NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) [ ] YES [X] NO

11. NUMBER OF PERSONS WHO ATTENDED:

CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
General Public		8	
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL		8	

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:
Douglas L. Varner 4125/923-3240

Addendum's included as a fax:
Invoice for the 3rd quarter
Copy of Power Point slides from the Senior Health program
Program evaluation forms for the 2 courses taught this quarter.
Course handouts for December Sessions.

Medicine on the Net

Sutter Resource Library
2800 L Street
Sacramento, CA 95816

PO # 5415-G-BB335-00

Submitted by:

KD Proffit
Sutter Resource Library
2800 L Street
Sacramento, CA 95816
(916) 733-3880

Report # 3

January 1, 2001 – March 31, 2001

Submitted 4/17/01

LOANSOME DOC REQUESTS

1 request from consumers
55 requests from affiliated Sutter Health physicians
_____
56 Total Loansome Doc requests for this period

SUCCESS STORIES

The word is starting to get out among the resident physicians that we can teach them how to find exactly what they want really fast. This quarter I did two PubMed classes that were not on the regular class schedule. It's fun when you can teach a doctor to find something that they were convinced they knew how to find already.

IMPACT OF INFORMATION

A member of the public who has diabetes was in a January class. After the class was over he told me he felt much better about being able to weed out the unreliable websites.
Two drug reps requested a special PubMed class and after the class said they felt that they could go back and teach some of the highlights to their colleagues.

PROBLEMS

We thought we had a viable Spanish class this quarter. Two people signed up but both cancelled at the last minute. We will have to do more research on this if we decide to offer Spanish classes in the future. Another small snag this quarter was Sutter's technology department doing an overhaul of the computer lab. One class had to be cancelled but the people were moved to later classes.

ADMINISTRATIVE ACTIVITIES & ACTIVITIES FOR NEXT QUARTER

Continue to update the website lists.

OUTREACH REPORTING FORM
(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: January 11, 2001

TYPE OF ACTIVITY: [x] NLM System   [ ] Technology   [ ] Other (please specify)   Awareness

[x] Other Internet Session   [ ] Train the Trainer

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Sutter Resource Library

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Sutter Resource Library

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: None

6. LOCATION WHERE ACTIVITY OCCURRED

A. CITY Sacramento	B. STATE CA	C. ZIP CODE 95816
D. COUNTY Sacramento	E. CONGRESSIONAL DISTRICT 5th	

7. LENGTH OF ACTIVITY One hour (HOURS)	8. HANDS ON PRACTICE [x] YES [ ] NO
9. CEU [ ] YES [x] NO CME [ ] YES [x] NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) [ ] YES [x] NO

11. NUMBER OF PERSONS WHO ATTENDED: 4

CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Sutter staff health professional	3		
Consumer		1	
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL 4 people	3	1	

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: KD Proffit 916-733-3880

OUTREACH REPORTING FORM
(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: February 20, 2001

TYPE OF ACTIVITY: [x] NLM System   [ ] Technology Awareness   [ ] Other (please specify)
[x] Other Internet Session   Train the Trainer   PubMed only

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Sutter Resource Library

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Sutter Resource Library

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: None

6. LOCATION WHERE ACTIVITY OCCURRED	
A. CITY Sacramento	B. STATE CA C. ZIP CODE 95816
D. COUNTY Sacramento	E. CONGRESSIONAL DISTRICT 5th

7. LENGTH OF ACTIVITY One hour (HOURS)	8. HANDS ON PRACTICE [x] YES [ ] NO
9. CEU [ ] YES [x] NO CME [ ] YES [x] NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) [ ] YES [x] NO

11. NUMBER OF PERSONS WHO ATTENDED: 2

CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Health professionals (drug reps)		2	
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL 2 people		2	

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: KD Proffit 916-733-3880

OUTREACH REPORTING FORM
(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: March 22, 2001

TYPE OF ACTIVITY: [x] NLM System   [ ] Technology Awareness   [ ] Other (please specify)

[x] Other Internet Session   [ ] Train the Trainer   PubMed only

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Sutter Resource Library

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Sutter Resource Library

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: None

6. LOCATION WHERE ACTIVITY OCCURRED

A. CITY Sacramento	B. STATE CA	C. ZIP CODE 95816
D. COUNTY Sacramento	E. CONGRESSIONAL DISTRICT 5th	

7. LENGTH OF ACTIVITY One hour (HOURS)

8. HANDS ON PRACTICE   [x] YES   [ ] NO

9. CEU   [ ] YES   [x] NO
CME   [ ] YES   [x] NO

10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%)   [ ] YES   [x] NO

11. NUMBER OF PERSONS WHO ATTENDED: 3

CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Health professional - physician	1		
Health professional - nurse	1		
Health professional –library clerk	1		
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL 3 people	3		

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: KD Proffit 916-733-3880

OUTREACH REPORTING FORM
(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: March 28, 2001

TYPE OF ACTIVITY: [x] NLM System [ ] Technology Awareness [ ] Other (please specify)

[x] Other Internet Session [ ] Train the Trainer

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Sutter Resource Library

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Sutter Resource Library

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: None

6. LOCATION WHERE ACTIVITY OCCURRED

A. CITY Sacramento	B. STATE CA	C. ZIP CODE 95816
D. COUNTY Sacramento	E. CONGRESSIONAL DISTRICT 5th	

7. LENGTH OF ACTIVITY One hour (HOURS)	8. HANDS ON PRACTICE [x] YES [ ] NO

9. CEU [ ] YES [x] NO CME [ ] YES [x] NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) [ ] YES [x] NO

11. NUMBER OF PERSONS WHO ATTENDED: 4

CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Health Professionals– Sutter Staff	4		
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL 4 people	4		

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: KD Proffit 916-733-3880

MEDICAL WEBSITES IN SPANISH

http://www.4woman.gov/Spanish/
- The National Women's Health Information Center Great site for lots of health topics, especially pregnancy. Includes lots of links to other health web sites in Spanish.

http://www.salud.com/
- One of the best health sites on the web for over-all coverage, up-to-date articles, and includes ask-a-doctor section. This is a joint venture of three U.S. medical schools. It has the look of a magazine with lots of pictures.

http://www.ahrq.gov/consumer/espanoix.htm
- Agency For Health Care Policy and Research/Clinical Guidelines
  Consumer versions of clinical practice guidelines in Spanish

http://www.ProjectInform.org/spanish/
AIDS and HIV web site created by Project Inform. Very complete coverage of all aspects of the disease including newest treatment strategies, and specific information for women and children, support groups, etc.

http://www.geocities.com/HotSprings/spa/7712/entrada.html
Questions and answers about Alzheimer's Disease

http://www.medlineplus.gov
- MEDLINEplus.   First-rate site with links to information on diseases, conditions and wellness issues. Click on the Spanish link once you select your topic.

http://www.ncbi.nlm.nih.gov/pubmed
- PubMed is the National Library of Medicine's free database to   MEDLINE. International in scope, you can limit your search by selecting Spanish language and only articles in Spanish will come up in your search results.

http://nichcy.org/spanish.htm
El Centro Nacional de Información para Niños y Jovenes con Discapacidades   NICHY is the national information and referral center that provides information on disabilities and disability-related issues for children and youth. Many fact sheets in Spanish

http://www.mipediatra.com.mx/

Mi pediatra. Pediatric Advice. Very good site with in-depth articles.
http://www.noah-health.org
- N.Y. Online Access to Health, a joint project by N.Y. Academy of Medicine
New York Public Library, and others. This is a bilingual site to health information with search engine, browsing access and links to additional sources of Spanish materials. NOTE: Search words must be spelled in Spanish.

http://dns.uncor.edu/links/sitehelp/span.htm
- Spanish Resources Search the Web
This is a list that compiles the most popular search engines and directory listings in Spanish. The origin of these contributions are mainly Spain and Mexico.

http://www.cancercare.org/
Has a link to information in Spanish about clinical trials, caregivers, pain control, fatigue, patient-to-patient network, and end-of-life concerns

http://cancernet.nci.nih.gov/sp_menu.htm
- National Cancer Institute's web site which includes PDQ cancer treatment information.

http://www.healthfinder.gov/
- U.S. Dept. Health Human Services – reliable health information on many
topics. Selected articles in Spanish.

http://www.ecomedic.com/em/indice.htm
Spanish website with a good list of childhood diseases.

http://www.todobebe.com
Spanish parenting Website

http://www.thebody.com/espanol.shtml
Information about AIDS and HIV in Spanish.

- *The bullets indicate web sites that are maintained by the U.S. government or educational institutions.*

Outreach Projects
Quarterly Report

"Los Banos House Calls"

Memorial Hospitals Association
Modesto CA

And

Memorial Hospital, Los Banos

Los Banos CA

Quarterly Report
January - March, 2001

P.O. # 5415-G-BB327-00
U.S. Congressional District 18
Submitted by Nancy Mangum, MLS
Memorial Hospitals Association
Health Sciences Library and PC Resource Center
P.O. Box 942
Modesto CA 95353
(209) 526-4500 x8200

Report 3, January - March, 2001

Submitted 04/30/01

Los Banos House Calls
Quarterly Report
January - March, 2001

Number of Loansome Doc requests

None for this quarter.

Success Stories

This quarter, we decided to have someone in the Library/Conference room at least once a week for "drop in" training. The Medical Staff Coordinator publicized this, and a sign was made to indicate that the Library person was there. Five people were trained (the Medical Staff Coordinator and four physicians).

Problems

Again, little interest has been shown on the part of either the physicians or staff at Los Banos. We have two final ideas that will hopefully help us achieve our goal of training at least half the Los Banos physicians and some of the staff.

Next Quarter

We have actually drummed up some enthusiasm for training by including as many people as we can in Los Banos in planning a weeklong (or perhaps 2 week long) "Library Week" celebration. We are planning food and giveaways and drawings for people who participate in learning about MEDLINEplus. I have 3 people in Los Banos involved in the planning, as well as 3 people here in Modesto.

Food and prizes are quite a draw, I've been told, by the Los Banos staff. Also, Michelle Torres has recently been hired as the head of Medical Records and the on site Library supervisor. She is a very congenial, enthusiastic person, and I believe her assistance in this last effort at training will be vital.

I also plan on phoning each physician to invite them to participate; I plan on setting up appointment in advance with them, which hopefully they will keep, for specific times during the middle - latter part of May and into June.

OUTREACH REPORTING FORM
(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: January 10, 2001

TYPE OF ACTIVITY: [x] NLM System   [ ] Technology   [ ] Other (please specify)

      Awareness

[ ] Other Internet Session   [ ] Train the Trainer

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: NLM/PSRML

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Memorial Hospitals Association, Modesto CA

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: Memorial Hospital, Los Banos CA

6. LOCATION WHERE ACTIVITY OCCURRED Memorial Hospital, Los Banos Conference Room

A. CITY Los Banos	B. STATE CA	C. ZIP CODE 93635
D. COUNTY Merced	E. CONGRESSIONAL DISTRICT 18th Gary Condit, Representative	

7. LENGTH OF ACTIVITY (HOURS) 4.5 hours	8. HANDS ON PRACTICE [x] YES [ ] NO
9. CEU [ ] YES [x] NO CME [ ] YES [x] NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) [x] YES [ ] NO

11. NUMBER OF PERSONS WHO ATTENDED:

CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Physician	1		
Medical Staff Coordinator	1		
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL 2	2		

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library
or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Nancy Mangum, MLS; (209) 526-4500 x8200.

OUTREACH REPORTING FORM
(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: January 15, 2001

TYPE OF ACTIVITY: [x] NLM System   [ ] Technology   [ ] Other (please specify)

Awareness

[ ] Other Internet Session   [ ] Train the Trainer

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: NLM/PSRML Outreach Grant

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Memorial Hospitals Association, Modesto CA

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: Memorial Hospital, Los Banos CA

6. LOCATION WHERE ACTIVITY OCCURRED Los Banos Memorial Hospital Conference Room

A. CITY Los Banos	B. STATE CA	C. ZIP CODE 93635
D. COUNTY Merced	E. CONGRESSIONAL DISTRICT 18th, Gary Condit, Rep.	

7. LENGTH OF ACTIVITY (HOURS) 4.5 hours	8. HANDS ON PRACTICE [x] YES [ ] NO
9. CEU [ ] YES [x] NO CME [ ] YES [x] NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) [x] YES [ ] NO

11. NUMBER OF PERSONS WHO ATTENDED: 2

CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Physician	2		
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL 2	2		

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Nancy Mangum; (209) 526-4500 x8200.
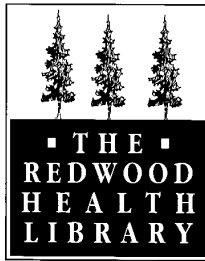
a project of the Petaluma Health Care District

Redwood Health Library's Internet HealthQuest Second Quarter Report – January – March 2001

Purchase Order 5415-G-BB350-00

submitted by Eris Weaver, MLIS
April 2001
Redwood Health Library
314 Western Avenue
Petaluma, CA 94952
707-795-2157

Number of Loansome Doc requests: 147

Success Stories:
Loansome Doc requests skyrocketed from 20 last quarter to 147! Our total number of document requests similarly increased from 42 to 220. We seem to be filling a niche which I had not anticipated: healthcare workers who are NOT affiliated with an institution that offers them interlibrary loan or document delivery services. These users are journalists, lawyers, pharmaceutical researchers, nonprofit health clinics, etc. -- some as far away as Los Angeles and San Diego! There are apparently few institutions offering Loansome Doc services to those who are not their own staff, faculty, students, physicians, etc. (although one caller said she'd called others and that we were "the friendliest"). I was at first a bit concerned that this would create an impossible workload, but that has not been the case – billing takes little time, and as most requests are for journals to which we do not subscribe I merely need to transfer them, which takes a few minutes per day. I was also concerned that I might have set our fees too low, but so far we appear to not only be covering costs, but perhaps making a little extra!

On February 26 I taught a class titled "Finding Medical Information on the Internet" through Petaluma Adult School. The hands-on lab, which accommodates eleven students, was full. All students were women over forty, and several were over sixty! All had computers at home and had tried to do health-related searches with unsatisfactory results. Several worked in health-related jobs and wanted to be able to make better referrals and find information more quickly; others wanted to be able to research their own health issues. One was a reporter from a local paper; her excellent story appeared in that paper on March 28 and was picked up by *California Healthline*, the online newsletter of the California HealthCare Foundation.

The class focused on NLM sites MEDLINEplus and PubMed and included a component on evaluating the quality of Websites. All students seemed to find the class helpful; of the ten evaluations returned, seven rated the class "excellent" and three "very good." All indicated that they would recommend the class to others, and several suggested that the class should be longer. At least two of them have been into the library since then for additional resources.

On March 9 I gave a guest lecture in a university course on women's health & body image issues. Forty-five women were in the class, almost all in their twenties. In addition to MEDLINEplus and PubMed, I demonstrated other sites of particular relevance to their research projects as well as commercial databases and subject-specific Internet guides available to them through the university network (Sociological Abstracts, GenderWatch, CINAHL, Psychological Abstracts, etc.). While they seemed to think of themselves as fairly Internet-savvy, they had been unaware of most of the resources which were demonstrated.

On March 14, I participated in a panel on computers in healthcare at a Continuity of Care Association luncheon. This was attended by forty discharge planners, RNs, physicians, nursing home staff, social workers, etc. My presentation focused on evaluating Internet health information; I was unable to demonstrate specific sites in much depth due to technical difficulties, but all attending received the packet I have been using for all of these events, which includes URLs and search tips. CEUs were available for attendees but I have not yet been able

to obtain information from their evaluation forms; from the questions asked before, during, and after my presentation, there seemed to be great interest in the information presented.

At each of these presentations, attendees were given the teal folder I have previously submitted with handouts, brochures, MEDLINEplus bookmarks, etc.

Impact of Information: As usual, it is difficult to evaluate the later impact of information provided in these classes and lectures, although the evaluations and verbal discussion imply satisfaction. After each event, several attendees call, email, or drop by the library to discuss their research in greater depth. It's hard to know if it is related or not, but overall library usage this quarter is 84% higher than this time last year!

Problems: Everything has gone smoothly this quarter, with the minor inconvenience of technical difficulties at the Continuity of Care luncheon. I hadn't brought my laptop and projector because I was assured one would be there; the person bringing it arrived very late. The high-speed Internet connection that was promised turned out to be a very slow phone line, and service kept being disconnected. It did not seriously impact my presentation, as in only twenty minutes I couldn't demonstrate a whole lot anyway and mostly wanted attendees to walk away with their consciousness raised about evaluation and quality issues.

Administrative Activities:

Late January - early February	Sent mailing re: Petaluma Adult School class.
	Ran newspaper ads and press releases.
	Dolores from Adult School called – class already full! Scheduled another for April 19.
February 8-9	Attended NCNMLG/MLGSCA Joint Meeting. Met with Claire Hamasu and other grantees.
February 26	Taught class at Petaluma Adult School.
March 9	Gave guest lecture in Women's Health class at Sonoma State University.
March 14	Spoke on Internet medical information as part of panel on computers in healthcare at Continuity of Care Association luncheon.
March 28	Article on Internet class appeared in Santa Rosa Press Democrat. At least one patron has already come in to inquire about the next class.
March 28	Press Democrat article picked up by California Healthline, the online newsletter of the California HealthCare Foundation. We've begun receiving email from far-flung folks!

Activities for Next Quarter:
- Teach class at Petaluma Adult School (April 19)

Attachments:
- Reimbursement request
- Outreach Reporting Form for three training sessions
- Evaluation form from Petaluma Adult School
- Letter from Mary Wallstrom, Women's Studies professor from Sonoma State University
- Promotional materials

OUTREACH REPORTING FORM
(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY:
February 26, 2001

TYPE OF ACTIVITY: [X] NLM System [ ] Technology [ ] Other (please specify)
Awareness

[ ] Other Internet Session [ ] Train the Trainer

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY:
Petaluma Adult School

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY:
Redwood Health Library

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:

6. LOCATION WHERE ACTIVITY OCCURRED
Petaluma Adult Learning Center

A. CITY Petaluma	**B. STATE** CA	**C. ZIP CODE** 94954
D. COUNTY Sonoma	**E. CONGRESSIONAL DISTRICT** 6	

7. LENGTH OF ACTIVITY 2 hours	**8. HANDS ON PRACTICE** [X] YES [ ] NO

9. CEU [ ] YES [X] NO **CME** [ ] YES [X] NO	**10. SIGNIFICANT NUMBER OF MINORITIES** PRESENT (>50%) [ ] YES [X] NO

11. NUMBER OF PERSONS WHO ATTENDED: 11

CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED *	UNKNOWN
Journalist		1	
Consumer		10	
TOTAL		11	

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:
Eris Weaver, MLIS   phone 707-778-9114 fax 707-765-2076 email erisw@phcd.org

OUTREACH REPORTING FORM			
(Reporting forms should be included with Quarterly Reports)			

1. DATE OF ACTIVITY:
March 9, 2001

TYPE OF ACTIVITY: [X] NLM System   [X] Technology   [ ] Other (please specify)

Awareness

[X] Other Internet Session   [ ] Train the Trainer

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY:
Sonoma State University – Department of Women's & Gender Studies

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY:
Redwood Health Library

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:

6. LOCATION WHERE ACTIVITY OCCURRED
Sonoma State University

A. CITY Rohnert Park	**B. STATE** CA	**C. ZIP CODE** 94928
D. COUNTY Sonoma	**E. CONGRESSIONAL DISTRICT** 6	

7. LENGTH OF ACTIVITY 1 hours	**8. HANDS ON PRACTICE** [X] YES [ ] NO
9. CEU [ ] YES [X] NO **CME** [ ] YES [X] NO	**10. SIGNIFICANT NUMBER OF MINORITIES** PRESENT (>50%) [ ] YES [X] NO

11. NUMBER OF PERSONS WHO ATTENDED: 45

CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED *	UNKNOWN
University students		45	
TOTAL		45	

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:
Eris Weaver, MLIS   phone 707-778-9114   fax 707-765-2076   email erisw@phcd.org

OUTREACH REPORTING FORM
(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY:
March 14, 2001

TYPE OF ACTIVITY: [X] NLM System   [ ] Technology   [ ] Other (please specify)
Awareness
[X] Other Internet Session   [ ] Train the Trainer

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY:
Continuity of Care Association

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY:
Redwood Health Library

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:

6. LOCATION WHERE ACTIVITY OCCURRED
Fountaingrove Inn

A. CITY Santa Rosa	**B. STATE** CA	**C. ZIP CODE** 95401
D. COUNTY Sonoma	**E. CONGRESSIONAL DISTRICT** 6	

7. LENGTH OF ACTIVITY .5 hours	**8. HANDS ON PRACTICE** [ ] YES [X] NO
9. CEU [X] YES [ ] NO **CME** [X] YES [ ] NO	**10. SIGNIFICANT NUMBER OF MINORITIES** PRESENT (>50%) [ ] YES [X] NO

11. NUMBER OF PERSONS WHO ATTENDED: 40

CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED *	UNKNOWN
TOTAL			40

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:
Eris Weaver, MLIS   phone 707-778-9114   fax 707-765-2076   email erisw@phcd.org

Search Engines/PubMed Instruction to ValleyCare Outlying Clinics
Quarterly Report

Project: Search Engine Instruction to Health Educators, Nurses and Physicians at
ValleyCare Outlying Clinics. PubMed Instruction to Employees at ValleyCare
Outlying Clinics combined with an introduction to full text journal capabilities
through PubMed. Medline Plus Instruction.

Institution: Olive View/UCLA Medical Center

Purchase Order: #5415-G-BB349-00

Submitted by: Marsha Kmec, Principal Investigator
Olive View/UCLA Medical Center 2C160
Health Sciences Library
14445 Olive View Drive
Sylmar, Ca. 91342

Third Quarterly Report for January 1, 2001 – March 31, 2001

I. Introduction to Search Engines

Description of Class

A. Administrative Activities

During this quarter I proceeded a bit differently than I had previously. Prior to the classes held this quarter, I distributed a brief survey or pre-assessment in an effort to ascertain my audience's computer skills and capabilities. The pre-assessment helped me immensely in developing my class and planning my PowerPoint presentation. Prior to teaching at both the Burbank Clinic and the Pacoima Clinic, I met with the immediate supervisors to brief them on my background and this particular project. Supervisors at both clinics were incredibly helpful and very accommodating. My thanks to Toni Scaramella, R.N. at the Burbank Clinic for her assistance, warmth and professionalism.

B. Planning

I (Marsha Kmec, Principal Investigator), met with the supervisors of the Burbank Clinic and the Pacoima Clinic to fully explain the Award. Pre-Assessments were distributed to all employees who would be attending the workshops. This mechanism to assess the audience's background knowledge was beneficial as the two clinics differed dramatically.

Burbank Clinic did not technically have Internet access or capability; however, most of my audience was in the process of individually purchasing Gateway Computers through Los Angeles County. In an effort to better explain connectivity, ISP's were discussed at great length prior to search engine introduction, a brief PubMed demonstration and Medline Plus. Evaluations were distributed when the class ended and the scores were quite good. The attendees were perhaps one of the nicest groups I had instructed in a while.

Pacoima did have Internet access, we could offer hands on and the audience was a bit more tuned in to the Internet. My class was completely different in Pacoima than in Burbank so handouts were revised a bit. I introduced the Pacoima class to PubMed and the ability to link into full text journal articles (if available) through PubMed and a County T1 line. Of special interest to this class was an overview of Medline Plus. Although time was limited, the brief overview provided this class with the opportunity to grasp information that is available for their patients in English and in Spanish.

C. Publicity

Did not publicize for these two classes. I met with administration, discussed a time frame and proceeded.

D. Training/Demonstration Sessions

After collecting pre-assessments for both classes, I was able to offer different classes for both based on their skills and knowledge. I introduced the Burbank Class to ISP's, Search Engines and a very brief PubMed demonstration coupled with a condensed introduction to Medline Plus. Pacoima on the other hand, had background knowledge regarding the Internet so handouts were altered. My Pacoima class was quite interested in linking into full text articles through PubMed. I needed to clarify several times that only selected articles were available full text electronically. The brief introduction to Medline Plus was also met with enthusiasm and that was my intent.

II. Loansome Doc/Document Delivery Activities

Document delivery options were not applicable during these training sessions.

III. Evaluation Activities

Did use an evaluation to determine my particular weaknesses and strengths.

IV. Problems/Corrective Action
In the outlying clinics connectivity continues to be somewhat of a sporadic problem. I "counter" this by always having a PowerPoint demo readily available. Also, coordinating times for instruction sometimes can be tricky. I try to make it as easy as possible by telling administration to select times good for them and lean towards their availability, not mine. I feel these clinics are doing me the favor of letting me in to teach, so I try to be as flexible as possible with my time.

V. Lessons Learned
Pre-Assess! To just jump in and not know the background of the folks you are teaching, well, a brief pre-assessment checklist goes a long, long way.

VI. Projected Activities for Next Quarter
Finish with my remaining clinics (Glendale, San Fernando, Sepulveda and Tujunga) and try to keep in touch with the other outlying clinics. This has truly been one of the most delightful professional opportunities I've had in a long time.

OUTREACH REPORTING FORM
(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: March 20, 2001

TYPE OF ACTIVITY: [x] NLM System   [ ] Technology   [ ] Other (please specify)
Awareness
        [ ] Other Internet Session   [ ] Train the
Introduction to Search Engines and Pub Med Update/Introduction—LinkOut Introduction

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Olive View/UCLA Medical Center

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Olive View/UCLA Medical Center

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: Burbank Health Center

6. LOCATION WHERE ACTIVITY OCCURRED   1101 W. Magnolia Blvd. Burbank, Ca. 91503

A. CITY **Burbank**	B. STATE **Ca**	C. ZIP CODE **9160**1
D. COUNTY **Los Angeles**	E. CONGRESSIONAL DISTRICT **20th**	

7. LENGTH OF ACTIVITY (HOURS) **Sixty Minutes**	8. HANDS ON PRACTICE [ ] YES **[xx] NO**
9. CEU [ ] YES [x] NO CME [ ] YES [x] NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) [x] YES [ ] NO

11. NUMBER OF PERSONS WHO ATTENDED: 14

CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Registered Nurses 6	XXX		
Nurse Practitioners			
LVN's 3	XX		
Physicians			
Techs 2	XX		
Dietician			
Certified Nurse Anesthetists 2	XX		
Other- 1	x		
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL **14**	14		

Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:
Marsha Kmec – 818-364-4243

OUTREACH REPORTING FORM **(Reporting forms should be included with Quarterly Reports)**			

1. DATE OF ACTIVITY: March 30, 2001

TYPE OF ACTIVITY: [x] NLM System   [ ] Technology Awareness   [ ] Other (please specify)

    [ ] Other Internet Session   [ ] Train the

Introduction to Pub Med and limited Full Text Journal capability; Brief Introduction to Medline Plus

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Olive View/UCLA Medical Center

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Olive View/UCLA Medical Center

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: Pacoima Health Center

6. LOCATION WHERE ACTIVITY OCCURRED   13300 Van Nuys Blvd. Pacoima, Ca. 91331

A. CITY **Pacoima**	B. STATE **Ca**	C. ZIP CODE **91331**
D. COUNTY **Los Angeles**	E. CONGRESSIONAL DISTRICT **39th**	

7. LENGTH OF ACTIVITY (HOURS) **Sixty Minutes**	8. HANDS ON PRACTICE [XX] YES NO
9. CEU [ ] YES [x] NO CME [ ] YES [x] NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) [x] YES [ ] NO

11. NUMBER OF PERSONS WHO ATTENDED: 9

CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Registered Nurses 2	XXX		
Clerk Typists 3	XX		
LVN's 2	XX		
Physicians			
Techs 1	XX		
Supervisor 1	xx		
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL 9	9		

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:

Marsha Kmec – 818-364-4243

Pre-Assessment of Computer Skills for Valley Care Clinic Personnel

Do you own a PC?   ____Yes _____No

If so, please list five search engines.   1.___ 2.____ 3.____ 4.____ 5._____

Do you use a computer at work? _____Yes _____No

If so, what are you using it for?_____

If you use a computer, do you access health information? _____Yes _____No

6.   Have you ever used PubMed? _____Yes _____No

7.   Would you be willing to learn? _____Yes _____No

Would you like to learn how to obtain full text documents on your PC? ___ Yes ___ No

Would you like to use a library for document delivery as it relates to healthcare? _____Yes
____No

All of the above information is strictly confidential. You do not need to put your name or
identify yourself in any way. I have received an Outreach Award from the Regional Medical
Library, National Network of Libraries (NLM). I am planning to come to your clinic with your
supervisor's approval to give a brief update on search engines, PubMed, and Loansome Doc.
Refreshments will be served depending on the time instruction occurs. If during the lunch hour,
a lunch will be provided. Thanks so much for your time and assistance. It's going to be a lot of
fun and I encourage you to attend the instructional sessions that I offer.

Marsha Kmec
Director of Library Services
Olive View/UCLA Medical Center
Mkmec@ucla.edu
818-364-4243

Outreach Evaluation Form

1. Did the instructor know the subject area? ___*Yes* ___*No*

2. Was the classroom adequate for PC training? ___*Yes* ___*No*

3. Was subject taught of personal interest to you? ___*Yes* ___*No*

4. Will you use this information at a later date? ___*Yes* ___*No*

**5. Will you be contacting instructor for more
   instruction?** ___*Yes* ___*No*

**6.Would you like to learn more about the
   Internet?** ___*Yes* ___*No*

**7. If you would like to learn more regarding
   the Internet or Computers, what specifically would you like to learn?**

8. On a scale of 1-10, with 10 being the highest, please rate Instructor_____

9. Please rate the class being taught once again the scale is l-10. _____

**Thanks so much for participating in the Outreach Workshop. It was a pleasure teaching you
and we look forward to more participation and more classes. Please send these evaluations to:**

**Marsha Kmec
Health Sciences Library, 2C160
Olive View/UCLA Medical Center
14445 Olive View Drive
Sylmar, Ca. 91342**

HEALTH INFORMATION RESOURCES FOR SOUTHERN NEVADANS
QUARTERLY REPORT

FEBRARY 1, 2001 – APRIL 30, 2001

LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT
WEST CHARLESTON LIBRARY
6301 W. CHARLESTON BLVD.
LAS VEGAS, NV 89146

Florence B. Jakus, Ed.D., Project Director
Health Science Library, West Charleston Library
6301 W. Charleston Blvd.
Las Vegas, NV 89146
E-mail: florencj@lvccld.org
702-878-0377
Fax: 702-877-1394

May 18, 2001

HEALTH INFORMATION RESOURCES FOR SOUTHERN NEVADANS

Introduction

I.   Description of Progress Toward the Project's Major Objectives

A.   Administrative/Planning Activities

Team members coordinated the Spanish language bookmark project. Dr. Jakus met with representatives of the Clinic on Wheels (COW) Program and the University Medical Center Quick Care Clinics to discuss placing Spanish language bookmarks. The team reviewed the Library District's Five-year Strategic Service Plan and project activities were identified that met service responses and goals proposed by the Library District.

Discussions are underway with Ms. Zoe Stavri regarding her project. Ms. Stavri will come to Las Vegas in June to conduct interviews with public library users to determine how and where they look for health information. Final arrangements on dates and locations will be completed in May. Plans were made to participate in Clark County's Annual Health & Wellness Fair in June.

The budget was reviewed to ensure the project was on target.

B.   Publicity/Marketing Activities

Flyers were distributed to area libraries advertising the Consumer Health Connection Internet classes. Local magazines were identified and the team will work on a press release for distribution during the next quarter.

Outlying branch libraries were contact to set up future staff training sessions during the next quarter. Since many of these libraries are only open a few days during the week with minimal staffing, team members will travel to the libraries and providing hands-on   training.

C.   Product/Resource Development

A Spanish language bookmark for Consumer Health Connection has been finalized with assists from Spanish speaking librarians in the Las Vegas-Clark County Library District. It will be sent to the printer and be ready for distribution in May.

The Consumer Health Connection workshop for the public was revised based on input obtained from the public.

The display for the poster session for the Joint Meeting of Northern California/Nevada and Southern California/Arizona Medical Library Groups was finished.

Health Science Library staff developed a calendar that listed health related topics on a monthly basis. They identified Internet links on the topics for posting on the Consumer Health

Connection web page. It will coordinate with the Library's monthly book display on the topics. The first Internet link list will be in May for Mental Health Month.

The web page was reviewed and updated. Links to the District's e-books and to MEDLINE*plus* news page were placed on the Consumer Health Connection web page. www.lvccld.org/special_collections/medical/consumer_health.htm

D.   Site Visits/Training/Demonstration Sessions/Presentation

Three Consumer Health Connection workshops were presented during this quarter, with an attendance of ten (10) people. These programs provided a presentation and an opportunity for hands-on exploration of various Internet sites that had been introduced.

Two informational programs were presented to local organizations. The presentation provided participants with information about the Consumer Health Connection web page and some of the Internet sites that would be useful to them when working with their clients. A total of fifty-nine (59) people attended these programs.

E.   Exhibits

A poster display was presented at the Joint Meeting of the Northern California /Nevada and Southern California/Arizona Medical Library Groups on February 8, 2001. It was held in San Francisco, California. Over fifty people stopped by the display during the poster session.

II.   Loansome Doc/Document Delivery Activities

No report this quarter.

III.   Evaluation Activities

Evaluations from the participants at the Consumer Health Connection workshops were positive. The hands-on portion of the session was very helpful to them. Team members are working with the District's Virtual Librarian to determine the number people that go to the Consumer Health Connection Web page on a monthly basis.

**IV.   Problems/Corrective Actions
         Lessons Learned/Significant Feedback**

Attendance at the monthly workshops continues to be low during this quarter. Corrective actions that are being implemented include (1) distribution of display stands with the workshop information and bookmarks to all of the Library District's microcomputer centers and (2) scheduling a workshop at the Spring Valley Library microcomputer center in June. The manager

of the microcomputer center said that many of the Library's older patrons were interested in health topics, but were unable to travel to the West Charleston library. If this format is successful, additional workshops will be scheduled at the rest of the Library's microcomputer center.

V.   Projected Activities for Next Quarter

Projected activities for the fourth quarter include:

Present Consumer Health Connection workshops to the public.
Distribute Spanish language bookmarks and other materials to identified organizations.
Present staff training sessions at outlying libraries.
Participate in Clark County's annual health and wellness fair.

VI.   Reporting Forms for Training/Demonstrations Sessions/Exhibit Reports

Reporting forms for staff training are located in the Appendix.

VII.   Appendix

The following items are in the appendix:

Reporting forms for staff training
Memo to Microcomputer Centers
PowerPoint program for Consumer Health Connection Workshop.

OUTREACH REPORTING FORM   FEBRUARY 2000
(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY:	April 18, 2001

2. TYPE OF ACTIVITY :

☒NLM SYSTEM SESSION
☒OTHER INTERNET SESSION

☐ TECHNOLOGY AWARENESS TRAIN THE TRAINER

OTHER   (PLEASE SPECIFY):

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:

6. LOCATION WHERE ACTIVITY OCCURRED: West Charleston Library 6301 W. Charleston Blvd

A. CITY	LAS VEGAS	B. STATE NV	C. ZIP CODE 89146
D. COUNTY	CLARK	E. CONGRESSIONAL DISTRICT	FIRST CONGRESSIONAL DISTRICT

7. LENGTH OF ACTIVITY (HOURS):	2 HOURS	**8. HANDS ON PRACTICE**	X YES NO

9.   CEU ☐YES   ☐ NO
        CME ☐YES   ☐ NO
                      ⌗ NOT APPLICABLE
		10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%)	NO

11. NUMBER OF PERSONS WHO ATTENDED: 3

CATEGORY	AFFILIATED	UNAFFILIATED[1]	UNKNOWN
ALLIED HEALTH PROFESSIONALS			
LIBRARIANS			
CONSUMERS	DO NOT FILL IN	DO NOT FILL IN	3
TOTAL			3

Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.**12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:__**Florence B. Jakus, Ed.D.; (702)878-0377

OUTREACH REPORTING FORM FEBRUARY 2000
(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY:	April 3, 2001

2. TYPE OF ACTIVITY :
☒NLM SYSTEM SESSION   ☐ TECHNOLOGY AWARENESS   OTHER (PLEASE SPECIFY):
☒OTHER INTERNET SESSION   TRAIN THE TRAINER

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY:	LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY:	LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:	

6. LOCATION WHERE ACTIVITY OCCURRED: Bureau of Vocational Rehabilitation

A. CITY LAS VEGAS	B. STATE NV	C. ZIP CODE 89102
D. COUNTY CLARK	E. CONGRESSIONAL DISTRICT	FIRST CONGRESSIONAL DISTRICT

7. LENGTH OF ACTIVITY (HOURS): 30 Minutes	**8. HANDS ON PRACTICE** YES	X NO

9.   **CEU** ☐YES   ☐ NO
    CME ☐YES   ☐ NO
      ⚿ NOT APPLICABLE
	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%)	NO

11. NUMBER OF PERSONS WHO ATTENDED: 25

CATEGORY	AFFILIATED	UNAFFILIATED[1]	UNKNOWN
PHYSICIANS			
CONSUMERS	DO NOT FILL IN	DO NOT FILL IN	25
OTHERS (PLEASE SPECIFY)			
UNIDENTIFIED HEALTH PROFESSIONALS			
TOTAL			25

[1]Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:__ Florence B. Jakus, Ed.D.; (702)878-0377

OUTREACH REPORTING FORM
(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY:	March 21, 2001

2. TYPE OF ACTIVITY : ☒NLM SYSTEM SESSION ☐ TECHNOLOGY AWARENESS OTHER (PLEASE SPECIFY):
☒OTHER INTERNET SESSION TRAIN THE TRAINER

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:

6. LOCATION WHERE ACTIVITY OCCURRED: West Charleston Library 6301 W. Charleston Blvd.

A. CITY LAS VEGAS	B. STATE NV	C. ZIP CODE 89146
D. COUNTY CLARK	E. CONGRESSIONAL DISTRICT	FIRST CONGRESSIONAL DISTRICT

7. LENGTH OF ACTIVITY (HOURS): 2 HOURS	**8. HANDS ON PRACTICE** **X** YES NO

9. CEU ☐YES ☐ NO CME ☐YES ☐ NO ⌧ NOT APPLICABLE	**10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%)**	NO

11. NUMBER OF PERSONS WHO ATTENDED: 2

CATEGORY	AFFILIATED	UNAFFILIATED[1]	UNKNOWN
CONSUMERS	DO NOT FILL IN	DO NOT FILL IN	2
OTHERS (PLEASE SPECIFY)			
UNIDENTIFIED HEALTH PROFESSIONALS			
TOTAL			2

[1]Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:__ Florence B. Jakus, Ed.D.; (702)878-0377

OUTREACH REPORTING FORM
(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY:	February 21, 2001

2. TYPE OF ACTIVITY : ☒NLM SYSTEM SESSION ☐ TECHNOLOGY AWARENESS TRAIN THE TRAINER OTHER (PLEASE SPECIFY):
☒OTHER INTERNET SESSION

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY:	LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY:	LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:	

6. LOCATION WHERE ACTIVITY OCCURRED: West Charleston Library   6301 W. Charleston Blvd.

A. CITY LAS VEGAS	B. STATE NV	C. ZIP CODE 89146
D. COUNTY CLARK	E. CONGRESSIONAL DISTRICT	FIRST CONGRESSIONAL DISTRICT

7. LENGTH OF ACTIVITY (HOURS): 2 HOURS	**8. HANDS ON PRACTICE X** YES	NO

9. CEU ☐YES ☐ NO **CME ☐YES ☐ NO** **✠ NOT APPLICABLE**	**10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%)**	NO

11. NUMBER OF PERSONS WHO ATTENDED: 4

CATEGORY	AFFILIATED	UNAFFILIATED[1]	UNKNOWN
CONSUMERS	DO NOT FILL IN	DO NOT FILL IN	4
OTHERS (PLEASE SPECIFY)			
UNIDENTIFIED HEALTH PROFESSIONALS			
TOTAL			4

[1]Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:__ Florence B. Jakus, Ed.D.; (702)878-0377

OUTREACH REPORTING FORM
(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY:	March 27, 2001

2. TYPE OF ACTIVITY :	☒NLM SYSTEM SESSION ☒OTHER INTERNET SESSION	☐ TECHNOLOGY AWARENESS TRAIN THE TRAINER	OTHER (PLEASE SPECIFY):

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY:	LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY:	LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:

6. LOCATION WHERE ACTIVITY OCCURRED: University of Nevada Cooperative Extension Southern Division
                                       Training Center

A. CITY	LAS VEGAS	B. STATE NV	C. ZIP CODE 89102
D. COUNTY	CLARK	E. CONGRESSIONAL DISTRICT	FIRST CONGRESSIONAL DISTRICT

7. LENGTH OF ACTIVITY (HOURS):	30 Minutes	**8. HANDS ON PRACTICE**	YES	X NO

9. CEU ☐YES **CME** ☐YES	☐ NO ☐ NO ⌗ NOT APPLICABLE	**10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%)**	NO

11. NUMBER OF PERSONS WHO ATTENDED: 34

CATEGORY	AFFILIATED	UNAFFILIATED[1]	UNKNOWN
PHYSICIANS			
LIBRARIANS			
CONSUMERS	DO NOT FILL IN	DO NOT FILL IN	34
UNIDENTIFIED HEALTH PROFESSIONALS			
TOTAL			34

[1]Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:__ Florence B. Jakus, Ed.D.; (702)878-0377

OUTREACH REPORTING FORM
(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: February   8, 2001

2. TYPE OF ACTIVITY :   ☒NLM SYSTEM SESSION   ☐ TECHNOLOGY AWARENESS TRAIN THE TRAINER   ☒ OTHER   (PLEASE SPECIFY): Poster Session
☒OTHER INTERNET SESSION

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: NCNMLG/MLGSA

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:

6. LOCATION WHERE ACTIVITY OCCURRED: Miyako Hotel

A. CITY	San Francisco	B. STATE CA	C. ZIP CODE 94115
D. COUNTY	San Francisco	E. CONGRESSIONAL DISTRICT	Eighth

7. LENGTH OF ACTIVITY (HOURS):	1 HOURS	8. HANDS ON PRACTICE	YES	X NO

9. CEU ☐YES ☒ NO CME ☐YES ☒ NO NOT APPLICABLE	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%)	NO

11. NUMBER OF PERSONS WHO ATTENDED: 53

CATEGORY	AFFILIATED	UNAFFILIATED[1]	UNKNOWN
ALLIED HEALTH PROFESSIONALS			
LIBRARIANS		53	
CONSUMERS	DO NOT FILL IN	DO NOT FILL IN	
OTHERS (PLEASE SPECIFY)			
UNIDENTIFIED HEALTH PROFESSIONALS			
TOTAL		53	

[1]Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Florence B. Jakus, Ed.D.; (702)878-0377

HEALTH INFORMATION RESOURCES FOR SOUTHERN NEVADANS

Outreach Flyer

April 23, 2001

To: Microcomputer Center Staff

From: West Charleston's Health Science Library Staff

Subject: Consumer Health Connection Workshops

Enclosed are fliers for our Consumer Health Connection Workshop that is scheduled for May 16. We have also enclosed an original in case you need to make more for distribution to your patrons. Consumer Health Connection bookmarks and a display holder will be delivered to you next week.

We will be offering workshops on the third Wednesday of each month at 2-4 p.m. or 7-9 p.m.   We will be sending you fliers on a regular basis to advertise these workshops.

Thank you for making these available to your patrons.   If you or any of your patrons have questions regarding the workshops or health related Internet sites please feel free to contact the Health Science Library staff at 878-0067.

PowerPoint Presentation 776KB

HEALTH INFORMATION RESOURCES FOR SOUTHERN NEVADANS
QUARTERLY REPORT
FEBRARY 1, 2001 – APRIL 30, 2001

LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT
WEST CHARLESTON LIBRARY
6301 W. CHARLESTON BLVD.
LAS VEGAS, NV 89146

Florence B. Jakus, Ed.D., Project Director
Health Science Library, West Charleston Library
6301 W. Charleston Blvd.
Las Vegas, NV 89146
E-mail: florencj@lvccld.org
702-878-0377
Fax: 702-877-1394

May 18, 2001

HEALTH INFORMATION RESOURCES FOR SOUTHERN NEVADANS

Introduction

II.   **Description of Progress Toward the Project's Major Objectives**

   A.   **Administrative/Planning Activities**

      Team members coordinated the Spanish language bookmark project. Dr. Jakus met with representatives of the Clinic on Wheels (COW) Program and the University Medical Center Quick Care Clinics to discuss placing Spanish language bookmarks. The team reviewed the Library District's Five-year Strategic Service Plan and project activities were identified that met service responses and goals proposed by the Library District.
      Discussions are underway with Ms. Zoe Stavri regarding her project. Ms. Stavri will come to Las Vegas in June to conduct interviews with public library users to determine how and where they look for health information. Final arrangements on dates and locations will be completed in May. Plans were made to participate in Clark County's Annual Health & Wellness Fair in June.

      The budget was reviewed to ensure the project was on target.

   B.   **Publicity/Marketing Activities**

      Flyers were distributed to area libraries advertising the Consumer Health Connection Internet classes. Local magazines were identified and the team will work on a press release for distribution during the next quarter.

      Outlying branch libraries were contact to set up future staff training sessions during the next quarter. Since many of these libraries are only open a few days during the week with minimal staffing, team members will travel to the libraries and providing hands-on   training.

   C.   **Product/Resource Development**

      A Spanish language bookmark for Consumer Health Connection has been finalized with assists from Spanish speaking librarians in the Las Vegas-Clark County Library District. It will be sent to the printer and be ready for distribution in May.

      The Consumer Health Connection workshop for the public was revised based on input obtained from the public.

The display for the poster session for the Joint Meeting of Northern California/Nevada and Southern California/Arizona Medical Library Groups was finished.

Health Science Library staff developed a calendar that listed health related topics on a monthly basis. They identified Internet links on the topics for posting on the Consumer Health Connection web page. It will coordinate with the Library's monthly book display on the topics. The first Internet link list will be in May for Mental Health Month.

The web page was reviewed and updated. Links to the District's e-books and to MEDLINE*plus* news page were placed on the Consumer Health Connection web page. www.lvccld.org/special_collections/medical/consumer_health.htm

D. Site Visits/Training/Demonstration Sessions/Presentation

Three Consumer Health Connection workshops were presented during this quarter, with an attendance of ten (10) people. These programs provided a presentation and an opportunity for hands-on exploration of various Internet sites that had been introduced.

Two informational programs were presented to local organizations. The presentation provided participants with information about the Consumer Health Connection web page and some of the Internet sites that would be useful to them when working with their clients. A total of fifty-nine (59) people attended these programs.

E. Exhibits

A poster display was presented at the Joint Meeting of the Northern California /Nevada and Southern California/Arizona Medical Library Groups on February 8, 2001. It was held in San Francisco, California. Over fifty people stopped by the display during the poster session.

II. Loansome Doc/Document Delivery Activities

No report this quarter.

III. Evaluation Activities

Evaluations from the participants at the Consumer Health Connection workshops were positive. The hands-on portion of the session was very helpful to them. Team members are working with the District's Virtual Librarian to determine the

number people that go to the Consumer Health Connection Web page on a monthly basis.

IV.   Problems/Corrective Actions
Lessons Learned/Significant Feedback

Attendance at the monthly workshops continues to be low during this quarter. Corrective actions that are being implemented include (1) distribution of display stands with the workshop information and bookmarks to all of the Library District's microcomputer centers and (2) scheduling a workshop at the Spring Valley Library microcomputer center in June. The manager of the microcomputer center said that many of the Library's older patrons were interested in health topics, but were unable to travel to the West Charleston library. If this format is successful, additional workshops will be scheduled at the rest of the Library's microcomputer center.

V.   Projected Activities for Next Quarter

Projected activities for the fourth quarter include:

> ➢ Present Consumer Health Connection workshops to the public.
> ➢ Distribute Spanish language bookmarks and other materials to identified organizations.
> ➢ Present staff training sessions at outlying libraries.
> ➢ Participate in Clark County's annual health and wellness fair.

VI.   Reporting Forms for Training/Demonstrations Sessions/Exhibit Reports

Reporting forms for staff trainings are located in the Appendix.

VII.   Appendix

The following items are in the appendix:

> ✓ Reporting forms for staff training
> ✓ Memo to Microcomputer Centers
> ✓ PowerPoint program for Consumer Health Connection Workshop.

APPENDIX

Reporting forms for training
Memo to Microcomputer Centers
PowerPoint Program for Consumer Health Connection Workshop

OUTREACH REPORTING FORM   FEBRUARY 2000
(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY:	February 8, 2001

2. TYPE OF ACTIVITY :	☒NLM SYSTEM SESSION ☒OTHER INTERNET SESSION	☒ TECHNOLOGY AWARENESS TRAIN THE TRAINER	☒ OTHER (PLEASE SPECIFY): Poster Session

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY:	LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY:	NCNMLG/MLGSA

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:

6. LOCATION WHERE ACTIVITY OCCURRED: Miyako Hotel

A. CITY	San Francisco	B. STATE CA	C. ZIP CODE 94115
D. COUNTY	San Francisco	E. CONGRESSIONAL DISTRICT	Eighth

7. LENGTH OF ACTIVITY (HOURS):	1 HOURS	**8. HANDS ON PRACTICE**	YES	X NO

9. CEU ☐YES CME ☐YES	x☐ NO x☐ NO NOT APPLICABLE	**10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%)**	NO

11. NUMBER OF PERSONS WHO ATTENDED: 53

CATEGORY	AFFILIATED	UNAFFILIATED[1]	UNKNOWN
LIBRARIANS		53	
CONSUMERS	DO NOT FILL IN	DO NOT FILL IN	
OTHERS (PLEASE SPECIFY)			
UNIDENTIFIED HEALTH PROFESSIONALS			
TOTAL		53	

[1]Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:__ Florence B. Jakus, Ed.D.; (702)878-0377

OUTREACH REPORTING FORM   FEBRUARY 2000
(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY:	April 3, 2001

2. TYPE OF ACTIVITY :	☒☐NLM SYSTEM SESSION ☒☐OTHER INTERNET SESSION	☐ TECHNOLOGY AWARENESS TRAIN THE TRAINER	OTHER (PLEASE SPECIFY):

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY:	LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY:	LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:	

6. LOCATION WHERE ACTIVITY OCCURRED: Bureau of Vocational Rehabilitation

A. CITY	LAS VEGAS	B. STATE NV	C. ZIP CODE 89102
D. COUNTY	CLARK	E. CONGRESSIONAL DISTRICT	FIRST CONGRESSIONAL DISTRICT

7. LENGTH OF ACTIVITY (HOURS):	30 Minutes	**8. HANDS ON PRACTICE** YES	X NO

9. CEU ☐YES **CME** ☐YES	☐ NO ☐ NO ☒ NOT APPLICABLE	**10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%)**	NO

11. NUMBER OF PERSONS WHO ATTENDED: 25

CATEGORY	AFFILIATED	UNAFFILIATED[1]	UNKNOWN
PHYSICIANS			
LIBRARIANS			
CONSUMERS	DO NOT FILL IN	DO NOT FILL IN	25
OTHERS (PLEASE SPECIFY)			
UNIDENTIFIED HEALTH PROFESSIONALS			
TOTAL			25

[1]Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:__Florence B. Jakus, Ed.D.; (702)878-0377_____

OUTREACH REPORTING FORM   FEBRUARY 2000
(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY:	March 21, 2001

2. TYPE OF ACTIVITY :	☒☐NLM SYSTEM SESSION ☐ TECHNOLOGY AWARENESS OTHER (PLEASE SPECIFY): ☒☐OTHER INTERNET SESSION TRAIN THE TRAINER

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY:	LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY:	LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:	

6. LOCATION WHERE ACTIVITY OCCURRED: West Charleston Library   6301 W. Charleston Blvd.

A. CITY	LAS VEGAS	B. STATE NV	C. ZIP CODE 89146
D. COUNTY	CLARK	E. CONGRESSIONAL DISTRICT	FIRST CONGRESSIONAL DISTRICT

7. LENGTH OF ACTIVITY (HOURS):	2 HOURS	**8. HANDS ON PRACTICE** **X** YES	NO
9. CEU ☐YES ☐ NO **CME** ☐YES ☐ NO ☒ NOT APPLICABLE		**10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%)**	NO

11. NUMBER OF PERSONS WHO ATTENDED: 2

CATEGORY	AFFILIATED	UNAFFILIATED[1]	UNKNOWN
CONSUMERS	DO NOT FILL IN	DO NOT FILL IN	2
OTHERS (PLEASE SPECIFY)			
UNIDENTIFIED HEALTH PROFESSIONALS			
TOTAL			2

[1]Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:__Florence B. Jakus, Ed.D.; (702)878-0377_____

OUTREACH REPORTING FORM   FEBRUARY 2000
(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY:	March 27, 2001

2. TYPE OF ACTIVITY :	☒ NLM SYSTEM SESSION	☐ TECHNOLOGY AWARENESS	OTHER (PLEASE SPECIFY):
	☒ OTHER INTERNET SESSION	TRAIN THE TRAINER	

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY:	LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY:	LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:

6. LOCATION WHERE ACTIVITY OCCURRED: University of Nevada Cooperative Extension Southern Division Training Center

A. CITY	LAS VEGAS	B. STATE NV	C. ZIP CODE 89102
D. COUNTY	CLARK	E. CONGRESSIONAL DISTRICT	FIRST CONGRESSIONAL DISTRICT

7. LENGTH OF ACTIVITY (HOURS):	30 Minutes	**8. HANDS ON PRACTICE** YES	X NO

9. CEU ☐ YES ☐ NO **CME** ☐ YES ☐ NO ☒ NOT APPLICABLE	**10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%)**	NO

11. NUMBER OF PERSONS WHO ATTENDED: 34

LIBRARIANS			
CONSUMERS	DO NOT FILL IN	DO NOT FILL IN	34
OTHERS (PLEASE SPECIFY)			
UNIDENTIFIED HEALTH PROFESSIONALS			
TOTAL			34

[1]Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:__ Florence B. Jakus, Ed.D.; (702)878-0377_____

OUTREACH REPORTING FORM   FEBRUARY 2000
(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY:	April 3, 2001

2. TYPE OF ACTIVITY :
- ☒ NLM SYSTEM SESSION
- ☒ OTHER INTERNET SESSION
- ☐ TECHNOLOGY AWARENESS   TRAIN THE TRAINER
- OTHER   (PLEASE SPECIFY):

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY:	LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY:	LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:

6. LOCATION WHERE ACTIVITY OCCURRED: Bureau of Vocational Rehabilitation

A. CITY	LAS VEGAS	B. STATE NV	C. ZIP CODE 89102
D. COUNTY	CLARK	E. CONGRESSIONAL DISTRICT	FIRST CONGRESSIONAL DISTRICT

7. LENGTH OF ACTIVITY (HOURS):	30 Minutes	**8. HANDS ON PRACTICE** YES X NO

9.   CEU ☐YES   ☐ NO
      CME ☐YES   ☐ NO
      ☒ NOT APPLICABLE
	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%)	NO

11. NUMBER OF PERSONS WHO ATTENDED: 25

CATEGORY	AFFILIATED	UNAFFILIATED[1]	UNKNOWN
CONSUMERS	DO NOT FILL IN	DO NOT FILL IN	25
OTHERS (PLEASE SPECIFY)			
UNIDENTIFIED HEALTH PROFESSIONALS			
TOTAL			25

[1]Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:__Florence B. Jakus, Ed.D.; (702)878-0377_____

OUTREACH REPORTING FORM   FEBRUARY 2000
(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY:	April 18, 2001

2. TYPE OF ACTIVITY :	☒NLM SYSTEM SESSION ☒OTHER INTERNET SESSION	☒ TECHNOLOGY AWARENESS TRAIN THE TRAINER	OTHER (PLEASE SPECIFY):

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY:	LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY:	LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:	

6. LOCATION WHERE ACTIVITY OCCURRED: West Charleston Library 6301 W. Charleston Blvd

A. CITY	LAS VEGAS	B. STATE NV	C. ZIP CODE 89146
D. COUNTY	CLARK	E. CONGRESSIONAL DISTRICT	FIRST CONGRESSIONAL DISTRICT

7. LENGTH OF ACTIVITY (HOURS):	2 HOURS	**8. HANDS ON PRACTICE** X YES	NO
9. CEU ☐YES **CME ☐YES**	☐ NO ☒ NO NOT APPLICABLE	**10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%)**	NO

11. NUMBER OF PERSONS WHO ATTENDED: 3

CATEGORY	AFFILIATED	UNAFFILIATED[1]	UNKNOWN
LIBRARIANS			
CONSUMERS	DO NOT FILL IN	DO NOT FILL IN	3
OTHERS (PLEASE SPECIFY)			
UNIDENTIFIED HEALTH PROFESSIONALS			
TOTAL			3

[1]Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:__ Florence B. Jakus, Ed.D.; (702)878-0377_____

April 23, 2001

To: Microcomputer Center Staff

From: West Charleston's Health Science Library Staff

Subject: Consumer Health Connection Workshops

Enclosed are fliers for our Consumer Health Connection Workshop that is scheduled for May 16. We have also enclosed an original in case you need to make more for distribution to your patrons. Consumer Health Connection bookmarks and a display holder will be delivered to you next week.

We will be offering workshops on the third Wednesday of each month at 2-4 p.m. or 7-9 p.m. We will be sending you fliers on a regular basis to advertise these workshops.

Thank you for making these available to your patrons. If you or any of your patrons have questions regarding the workshops or health related Internet sites please feel free to contact the Health Science Library staff at 878-0067.

Access To Electronic Information
Report to PSRML   NN/LM

PlaneTree Health Library
98 N. 17th Street
San Jose, CA 95132
www.planetreesanjose.org

Candace Ford, Director
Library: 408/977-4549
Voicemail: 408/993-7109
Email: planetre@ix.netcom.com

Quarterly report: #4
Nov. 1, 2000 – Jan. 31, 2001

PlaneTree Quarterly Report

I.   Description of progress toward the project's major activities

STAFF and COLLEAGUES

In the second month of this quarter, the library assistant position for this project (open since July 31) was filled. Oralia Tercero, a bilingual Spanish-speaker, worked in health education and prevention efforts, in the areas of HIV/AIDS and domestic violence in Honduras before moving to the U.S. She also has general administrative and Internet searching skills. Oralia spent time at both the main PlaneTree library and the branch library at the Grail getting thorough orientation to working a health library setting. This included training and practice in the reference interview, the PlaneTree philosophy, our unique classification scheme, in-depth print and CD searching on specific topics, and training and managing volunteers. Oralia has had several lengthy training sessions with PlaneTree librarians in becoming familiar and confident with NLM databases, particularly MEDLINEplus, as well as other government health sites.

We had the pleasure of a site visit from Heidi Sandstrom in November. She joined PlaneTree director at the project-funded branch library in a meeting with Oralia and Veronica Goie, director of the Grail Community Resource Center. Heidi also joined health care professionals and consumers at one of the PlaneTree health lectures and book signings where she participated in a lively discussion about managed care.

Also in November, Candace presented this project to over 100 hospital administrators, medical librarians, physicians and other professionals, at the national Planetree conference. Educational resources and outreach ideas were also exchanged with the colleagues from a Planetree hospital affiliate which serves migrant workers and others with needs similar to those in the Grail community.

CONSUMERS

28 adults attending ESL classes twice a week at the Grail were given a formal orientation to the branch library when their 10-week series of classes began in January. Oralia also presented a "book talk" as part of a class; this will continue on a monthly basis. During the class breaks, people often come to the library to ask about health questions, check out books in Spanish on parenting, children's safety, nutrition, and other topics.

The Reading Program is attracting another group of people from the neighborhood and the general community. Oralia has begun to lead the weekly program which involves a parent and a child ages 4-6. The hour-long activity takes place in the Grail library and includes her reading a story aloud to the group and then each parent

reading aloud to his or her child. Parents often check health books out for themselves or their children before they leave.

75 patrons browsed, borrowed, or researched at the Grail library this quarter, including a group of women who meet once a week at the center. This social and support group includes women with tremendous issues with self-esteem and family relationships. Oralia attended the group twice for part of the meeting to ask about health topics the women are interested in. She will respond to their concerns by creating monthly, one-hour presentations using resources from the Internet, and the Grail's book and pamphlet collection.

Oralia performed 4 online searches for patrons wanting information in Spanish. These were patrons who were absolutely new to computers and the Internet and they were very excited to observe the activity and benefit from the result. Oralia also used the Internet among other resources in creating 3 packets to be mailed for people who are not able to get into the library during open hours.

When the Grail technology center manager position is filled and computer classes begin again, Oralia and Candace will participate in the series, providing training specifically about NLM and other Internet health sites.

8 consumers at the main PlaneTree library were provided on-the-spot training for PubMed during the period. These sessions typically required about 30 minutes of one-on-one time since the patrons were familiar with computers and Internet searching but did not know of NLM databases. These 'ready reference' training sessions are initiated by patrons making comments such as "I've searched all over the Internet but and can't find much useful about my condition." In addition, 5 persons took advantage of our "Older Adult Internet Training Project" in which a volunteer medical librarian uses a tailored curriculum for a 90 minute session that includes instruction about MEDLINEplus and PubMed.

PROFESSIONALS

The medical director for Gardner Family Health Network received an hour's instruction from a PlaneTree librarian on PubMed. He was very enthusiastic about the new search capabilities as well as our offer to provide Loansome Doc services to the physicians, nurse practitioners, and others in the Gardner clinics. However, there continue to be internal challenges for the clinics. Their administration has not yet been able to include our overview presentation of PubMed during their monthly provider meetings. We hope to have group and individual training opportunities during the next quarter. Meanwhile, we have distributed copies of our "Finding Answers to Clinical Questions Using the Internet" document that we included in last quarter's report.

PlaneTree has also reached out to other health care professionals to offer PubMed and other online training. Candace has met with leadership of three groups to outline the opportunities for their staff. These include the social workers at Nuestra Casa, the county

family services agency which covers the Mayfair/Grail neighborhood and beyond; the Nurses Healing Center, a group of RNs who practice in various private and hospital settings around the county, with an emphasis on "holistic health approaches;" and the Diabetes Project of the Community Health Partnership which includes MPH and other professionals.

II.   PlaneTree's Loansome Doc services for this project will increase when training of professionals has been accomplished.

III.   Evaluation activities have been anecdotal and very positive. With the filling of one of the two open positions on this project, more detailed surveys and questionnaires will be forthcoming.

IV.   The hiring and training of a new library assistant for this project has been rewarding and provided new enthusiasm to the activities outlined in our contract. Though the librarian position which would include some responsibilities at the Grail remains open (despite aggressive recruiting and interviewing), we are confident that with the new assistant being on board, and other librarians available on a per diem basis, we can accomplish our major goals by July 31.

V.   Projected activities for next quarter:

1) Continue library training for new assistant; recruit and train new volunteers
2) Provide general library reference to Grail neighborhood consumers in Spanish and in English as needed
3) Tag on to the Grail technology center when basic computer classes begin again
4) Complete book, video, and pamphlet collection as specified with project funds
5) Accelerate outreach to new health care professional groups for PubMed training
6) Begin website design to accommodate ease of use for mono-lingual Spanish speaking patrons to get to information in MEDLINEplus and other useful sites

Access to Electronic Health Information for the Public

Planetree Health Library
98 N. 17th Street

San Jose, CA 95112

Submitted by:
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Quarterly report #5 (12/12/00 to 2/28/01)

Introduction

Our contract with NLM is providing a valuable "next phase" in the development of Planetree's first branch library, located in a new community center and townhouse complex in an historically underserved neighborhood of East San Jose. The complex is operated by The San Jose Grail Development Corporation, one of our main partner agencies in the NLM project. Since the fall of 1998, Planetree librarians and volunteers have worked toward funding, establishing, and developing this branch, including many pro bono hours of professional expertise. Through a grant from a local foundation awarded to Gardner Family Health Network, our other primary partner agency, a half time library assistant was hired and some materials were purchased. Our NLM contract will extend and expand the resources at "Planetree at the Grail," specifically electronic health information.

In the "lessons learned" section of this report, we address how personnel changes with our two main partner agencies have necessitated rebuilding relationships and confirming shared vision. Here at Planetree, we are losing a key person on this outreach project. Kimberly Johnson, ML S., has worked here for two years, bringing a high level of professionalism, dedication, and productivity. A former nurse, Kim's focused energy and personal philosophy of service is much appreciated by colleagues, volunteers, and patrons. In a part time position, she not only accomplished typical medical librarian duties in a consumer health library but was also our "outreach librarian." Kim's leadership in making "Planetree at the Grail" a reality is very significant to our goal of expanding the Planetree mission and providing easy access to health and medical information. Kim and her family are moving out of state. All of her colleagues on this project have expressed their gratitude for her steadfast zeal, determined patience, and creative problem solving in the development of our new branch library.

I.   Description of Progress toward the Project's Major Activities

A. Administrative / planning activities during the first quarter of the contract

Activities of this type fell under three main categories: meetings and agreements with partner agencies; space planning and physical environment-collection development.

The most challenging of these administrative categories has been the ongoing, often complex discussion regarding the Planetree branch. The Planetree director has held 13 meetings with the CEO and CNO (chief nursing officer) of Gardner Family Health Network (GFEM and/or the director and board of the Grail Community Resource Center (GCRQ. (More about the issues discussed is detailed in the "Lessons Learned" IV section.)

Intensive space planning for the branch library, which is located in the front section of the very large meeting room at the community center, was accomplished in concert with other planned activities for the center. Photos of the branch library will be included in the next quarterly report. Shared space and the needs of co-located agencies has continued to produce

rich opportunities to learn about the different ways each serves the complex health and social service needs of the neighborhood and area.

In this first quarter, Planetree staff and the library assistant at the Grail branch focused on creating a user-friendly place with the more familiar books, pamphlets, and videos, including many titles in Spanish as well as English. While this initial collection has some of the same titles as Planetree main library, approximately half are unique to the Grail including low literacy and bilingual materials, with many requiring an additional round of evaluation by Spanish speaking colleagues and volunteers familiar with health issues.

English-as-a-Second-Language (ESL) classes are held in the main meeting room three evenings a week, and to support the teacher's goal to have parents read to their children, we also ordered children's books on more general themes of self esteem, safety, and multicultural relationships. Materials on getting a driver's license, coping with a new culture, and general city survival skills are also a part of the branch library's collection. (Please note: funds for all print and video items in the branch thus far are from non-NLM grant.)

Our strategy for our new branch library is first to introduce the concept of researching health information through books and videos, which can also be borrowed for home use. Computers and the Internet are extremely confusing and intimidating to many of the community center clients. The hands-on general computer classes held at the center are providing an excellent basic introduction to neighborhood residents. Our elect health information component will be a natural "next step".

B.   Publicity/Marketing Activities

During the first quarter of the contract period, outreach activities have included staffed table presentations at three community health fairs and participation in five general partner agency meetings. More targeted outreach included on-site introductory sessions to ESL classes and other groups who use the community space for meetings, and "book talks" at a nearby senior center. The Gardner library assistant took boxes of books and offered to check them out to the older adults on the spot. Books have been returned to date - only one item has been lost. The bilingual, bicultural library assistant, who is currently employed by GFHN through a prior grant, is enthusiastic in her outreach efforts and her natural warmth is a draw to library services.

She has also participated in six house meetings within the first quarter. These meetings have been most effective in creating visits from neighborhood residents to the new health library. Gardner Family Health Network's ten half-time bilingual neighborhood lay leaders completed a health and social service needs assessment by going door-to-door to almost 300 houses in the general Mayfair area. After extensive training in identifying issues and concerns, these "promotores" have become confidential peer educators and are working to connect residents with needed services. In the current phase of neighborhood development, promotores ask selected residents to hold a "house meeting" in their own home. The library assistant for the new branch library has been invited to participate when possible, bringing

materials from the collection and examples of the types of health questions that can be researched there.

C.   Product/Resource Development Activities

The NLM web-based M search guide has been downloaded and a Planetree librarian will be customizing it for use in training Gardner health care professionals. Presentations about the availability of PubMed training will be incorporated into clinic staff meetings when Gardner executives determine the most effective way to offer and schedule online training.

D.   Site visits / Training / etc.

Training for the library assistant is ongoing, either onsite at the branch library or at Planetree main. Statistics for the branch library are reported monthly and this initial quarter we have combined both onsite patrons and persons, attending health fairs or house meetings, etc. During this first quarter, 233 persons have either used the new branch library or have heard targeted presentations about the services.

II.   Lonesome Doc / Document delivery activities

The Lonesome Doc part of this contract will be activated when the training of the health care professionals begins. The Planetree main library has provided a copy of articles on ten topics not available at the branch collection. Building the article files at the branch library is ongoing and a challenge in the selection process, since there are six drawers total there and 24 at Planetree.

III.   Evaluation activities

The Gardner "house to house" survey results were recently made available to Planetree staff and we are in the process of comparing the health issues self-reported by the neighborhood residents to the current collection.

Anecdotal comments are very positive about "Planetree at the Grail". We are in the process of creating bilingual forms for on-site patron comments and will be developing more formalized evaluation for the health care professionals.

Record keeping is a challenge at the Gardner / Planetree Library. Since on-site library staff is only 12 hours/week at this time (the other 8 hours are spent offsite at house meetings, administrative meetings, and ongoing training and article file development at the main library), we are not able to determine who uses the library during non-staffed times. Self-service signage encourages browsing but we have not yet fashioned a self-tracking system that would not seem intrusive or a burden to a population not typically empowered about their health or regular library users.

IV.   Lessons learned / Significant feedback

From the time a proposal is submitted to the time it is awarded, many changes can occur within partner agencies. This is particularly true in the health care arena. Personnel and other changes can significantly affect the original aim of a project and a re-learning curve was necessary to clarify roles and responsibilities. Persons in key positions at both Gardner and the Grail were new to the project as this first quarter began. Also, in the interim before the NLM contract was awarded, decisions regarding the hiring of the new half time library assistant shifted some of the original job responsibilities. More outreach activities were added for the new library assistant position and more responsibility for online training of the general public and professionals will go to the staff at the main library.

A library in a shared space takes creative "boundary" setting. The library assistant is often dismayed with the way the meeting room is used by other groups when she is not present. Also, community center staff have other co-located agencies and other services they are facilitating and integrating-they have limited time to help patrons get oriented to the library and/or check out materials when the half time library assistant is not present.

On the other hand, a library in a shared space has the opportunity for valuable built-in resources. Having access to the Center's local area network provides the library PC with DSL at no monthly charge; having access to the Center's technology director provides technical support for both the new branch library and occasionally for Planetree main; having access to the Center's director enriches our outreach strategies and community building. Having Gardner as a partner provides access to a group of targeted health care professionals who will be "encouraged" to take advantage of the PubMed training and Loansome Doc services. We also plan to create a customized referral mechanism for clinic physicians and others so we can track the success of their referring patients to the new library.

The need for a health care agency and a community center to ascertain an in-depth client profile can be at odds with the inherent confidentiality of a medical library open to the public. This is especially true in a neighborhood where "things about your family go like wildfire." Discussions continue about how each agency can get what they need within their respective philosophical frameworks.

An interesting note from the library assistant is that although the overall need for low literacy materials is clear, there have also been two requests for more in-depth information on a medical condition -- in Spanish. We will be ordering the Spanish language version of Current Medical Diagnosis and Treatment and evaluating whether we need an additional Spanish textbook.

Different perspectives about what is "good" health information, what is appropriate context, and what is "free" were apparent when an aggressive vendor installed a kiosk in the branch library. Planetree library philosophy prevailed. The commercial context of the health information messages was terrible (screen banners advertising infant formula; insomnia information that included "try Brand V). Also, the kiosk, while available at no charge to the new library, took up the floor space and phone line that was intended for the PC for Internet health searching and training.

V.   Projected activities for next quarter

In addition to the various next-quarter activities previously mentioned, we will:

1) Spend focused training time with the library assistant on how to access and evaluate electronic health information

2) Re-design the original bilingual flyer with feedback from neighborhood residents and partner agencies and step up distribution to area homes and agencies.

3) Determine the most compelling way to display the colorful booklets and basic literacy pamphlets. Frequently these items are the preferred "starting point" for patrons at the community center; even slim consumer level books can be overwhelming. However, the books are too expensive for giveaways. We will find the best way to make them a part of the collection, including circulating copies.

4) Schedule at least one presentation at a Gardner clinic staff meeting regarding the availability of PubMed and Internet training at the branch library (Gardner clinics do not currently have access to the Internet).

5) Formalize recruitment and training of volunteers for branch library.

6) Create written/verbal form to solicit from community center and library users what types of health, social service, and neighborhood improvement information they would like to see on a local web page. Begin design of web page.

7) Establish DSL service for the main Planetree Health Library.

VI.   Reporting forms / etc.

A reporting form to track outreach efforts has been developed and is among the appendices.

VII.   Appendices

1.   Initial flyer about new health library in the Mayfair neighborhood (bilingual)

2.   'New brochure for the main PlaneTree Health Library

3.   Draft of Planetree section of the MOU regarding initial grant which provides history and foundation for the current NLM contract

4.   Instructions from Planetree for branch library assistant about how to build a miniarticle file collection, including selected and translated file headings (Planetree main has over 700 headings)

5.   Tracking form for outreach efforts

6.   Poster of bilingual guide to the collection

7.   Front page of fall newsletter from San Jose Development Corporation

OUTREACH REPORTING FORM 5th quarter May 2001

(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: Varies throughout quarter	

2. TYPE OF ACTIVITY:
- ☐ NLM SYSTEM SESSION
- ☐ OTHER INTERNET SESSION
- ☒ TECHNOLOGY AWARENESS
- ☐ TRAIN THE TRAINER
- ☐ OTHER (PLEASE SPECIFY):

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY:
PlaneTree Health Library

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY:
PlaneTree Health Library

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:
Grail Community Resource Center

6. LOCATION WHERE ACTIVITY OCCURRED:

Grail Community Resource Center

A. CITY San Jose	B. STATE CA	C. ZIP CODE
D. COUNTY Santa Clara	E. CONGRESSIONAL DISTRICT 5	

7. LENGTH OF ACTIVITY (HOURS): varies, approx. 20 minute	**8. HANDS ON PRACTICE**	☐ YES	☒ NO

9. CEU   ☐ YES   ☐ NO
   CME   ☐ YES   ☐ NO
 	
   ☒   NOT APPLICABLE
	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%)	☒YES	☐ NO

11. NUMBER OF PERSONS WHO ATTENDED: 14

CATEGORY	AFFILIATED	UNAFFILIATED[1]	UNKNOWN
PHYSICIANS			
ALLIED HEALTH PROFESSIONALS			
LIBRARIANS			
CONSUMERS 14 – all new to the idea of finding health information on the Internet			
OTHERS (PLEASE SPECIFY)			
UNIDENTIFIED HEALTH PROFESSIONALS			
TOTAL: 14			

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Candace Ford, PlaneTree Director, 408/993-7109

OUTREACH REPORTING FORM 5th quarter May 2001

(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: April 30, 2001	

2. TYPE OF ACTIVITY:
- ☒ NLM SYSTEM SESSION
- ☐ OTHER INTERNET SESSION
- TECHNOLOGY AWARENESS
- ☐ TRAIN THE TRAINER
- ☐ OTHER (PLEASE SPECIFY):

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY:
PlaneTree Health Library

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY:
PlaneTree Health Library

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:
Grail Community Resource Center

6. LOCATION WHERE ACTIVITY OCCURRED:

Grail Community Resource Center

A. CITY San Jose	B. STATE CA	C. ZIP CODE 95116
D. COUNTY Santa Clara	E. CONGRESSIONAL DISTRICT #5	

7. LENGTH OF ACTIVITY (HOURS): 3.0 hours (bi-lingual training)	**8. HANDS ON PRACTICE** ☒ YES	☐ NO
9. CEU ☐ YES ☐ NO **CME** ☐ YES ☐ NO ☒ NOT APPLICABLE	**10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%)** ☒YES	☐ NO

11. NUMBER OF PERSONS WHO ATTENDED:
7

CATEGORY	AFFILIATED	UNAFFILIATED[1]	UNKNOWN
LIBRARIANS			
CONSUMERS 7			
OTHERS (PLEASE SPECIFY)			
UNIDENTIFIED HEALTH PROFESSIONALS			
TOTAL 7			

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Candace Ford, PlaneTree Director, 408/993-7109

OUTREACH REPORTING FORM 5th quarter May 2001
(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY:
varies throughout quarter

2. TYPE OF ACTIVITY:	☒ NLM SYSTEM SESSION	☐ TECHNOLOGY AWARENESS	☐ OTHER (PLEASE SPECIFY):
	☐ OTHER INTERNET SESSION	☐ TRAIN THE TRAINER	

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY:
PlaneTree Health Library

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY:
PlaneTree Health Library

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:
Grail Community Resource Center

6. LOCATION WHERE ACTIVITY OCCURRED:

Grail Community Resource Center

A. CITY	B. STATE	C. ZIP CODE
San Jose	CA	95116

D. COUNTY	E. CONGRESSIONAL DISTRICT
Santa Clara	#5

7. LENGTH OF ACTIVITY (HOURS):	8. HANDS ON PRACTICE	☒ YES	☐ NO
90 minutes			

9. CEU ☐ YES ☐ NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%)	☒ YES	☐ NO
CME ☐ YES ☐ NO			
☒ NOT APPLICABLE			

11. NUMBER OF PERSONS WHO ATTENDED: 8

CATEGORY	AFFILIATED	UNAFFILIATED[1]	UNKNOWN
LIBRARIANS			
CONSUMERS 8			
OTHERS (PLEASE SPECIFY)			
UNIDENTIFIED HEALTH PROFESSIONALS			
TOTAL:8			

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Candace Ford, PlaneTree Director, 408/993-7109

OUTREACH REPORTING FORM 5th quarter May 2001
(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY:
Varies throughout quarter

2. TYPE OF ACTIVITY:	☒ NLM SYSTEM SESSION	TECHNOLOGY AWARENESS	❑ OTHER (PLEASE SPECIFY):
	❑ OTHER INTERNET SESSION	❑ TRAIN THE TRAINER	

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY:
PlaneTree Health Library

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY:
PlaneTree Health Library

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:
Grail Community Resource Center

6. LOCATION WHERE ACTIVITY OCCURRED:

PlaneTree Health Library

A. CITY San Jose	B. STATE CA	C. ZIP CODE 95112
D. COUNTY Santa Clara	E. CONGRESSIONAL DISTRICT 5th	

7. LENGTH OF ACTIVITY (HOURS): A) approx. 20 minutes B) 90 minutes	8. HANDS ON PRACTICE	☒ YES	❑ NO
9. CEU ❑ YES ❑ NO CME ❑ YES ❑ NO ☒ NOT APPLICABLE	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%)	YES	☒ NO

11. NUMBER OF PERSONS WHO ATTENDED:

A) 16   B) 6

CATEGORY	AFFILIATED	UNAFFILIATED[1]	UNKNOWN
CONSUMERS 16 + 6 = 22			
OTHERS (PLEASE SPECIFY)			
UNIDENTIFIED HEALTH PROFESSIONALS			
TOTAL 22			

[1]Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Candace Ford, PlaneTree Director, 408/993-7109

Project Name: **HAWAII PARTNERSHIP FOR MEDLINE TRAINING**

Institution: **CONSUMER HEALTH INFORMATION SERVICE (CHIS)**
                        HAWAII MEDICAL LIBRARY (HML)

Location: **HONOLULU, HI 96813**

Contact: **JOHN BREINICH, EXECUTIVE DIRECTOR**
                        HAWAII MEDICAL LIBRARY
                        1221 PUNCHBOWL STREET
                        HONOLULU, HI 96813
                        PHONE: (808) 536-9302 EXT 106
                        FAX: (808) 524-6956
                        E-MAIL: breinich@hml.org

Reporting Dates: **NOVEMBER 1, 2000 – JANUARY 31, 2001**

Date Submitted: **MARCH 28, 2001**

Hawaii Partnership For Medline Training

Introduction

CHIS completed the Projected Activities for Next Quarter as identified in last quarter's report:

Phone (mail) follow-ups.
Scheduling 14 workshops on Oahu, mainly at the Hawaii Medical Library. 2 of these, will be at public libraries.
Discussing with HSPLS the details for purchasing 5 computers for installation at designated public libraries.

In addition, 3 of the 14 Oahu training workshops were held in January.

I.   Description of Progress toward the Project's Major Objectives

Mail follow-ups:

CHIS decided on a mailout rather than a phone follow-up due to the number of people in the follow-up. 98% (89 of 91) of the people attending the workshops from September 2000 through November 2000 (i.e., all neighbor island workshops) agreed to be contacted for follow-up. The Follow-up Survey was mailed on December 22, 2000 with a reply date of January 15, 2001.

36% (32/89) responded to the Follow-up Survey. Survey results indicated:

Use of MEDLINEplus since the workshop:
63% have searched MEDLINEplus since the workshop.
90% said the information provided a satisfactory answer to their health question.
28% answered the information was used to make a healthcare decision or lifestyle change.
Of those who had not had a chance to search MEDLINEplus, 75% answered they would search MEDLINEplus in the future.
There were no questions on (how to) searching MEDLINEplus.

Use of PubMed since the workshop:
47% have searched PubMed since the workshop.
87% said the information provided a satisfactory answer to their health question.
38% answered the information was used to make a healthcare decision or lifestyle change.
Of those who had not had a chance to search PubMed, 71% answered they would search PubMed in the future.
There were no questions on (how to) searching PubMed.

In general, only about one-half to two-thirds actually searched MEDLINEplus or PubMed following the workshop. And those who did appeared to be satisfied with the information. Only one-fourth to one-third indicated that they used the information to make a lifestyle change or

healthcare decision. It was reassuring to know that the majority who had not done a search since the workshop answered that they would use MEDLINEplus or PubMed in the future.

CHIS speculated that the low percentage of searching following the workshop could be due to: a) limited/no access to a computer or the Internet, b) attendance at workshop was informational only without a need to find answers to a specific health question.

Scheduling Oahu workshops.
The following workshops have been scheduled for Oahu:

Date	Time	Location
January 13 (Sat)	9am-10:30am	Hawaii Medical Library
January 25 (Thur)	6pm-7:30pm	Hawaii Kai Public Library
January 31 (Wed)	9am-10:30am	Hawaii Medical Library
February 20 (Tue)	9am-10:30am	Hawaii Medical Library
February 22 (Thur)	9am-10:30am	Hawaii Medical Library
February 24 (Sat)	10:30am-noon	Pearl City Public Library
March 17 (Sat)	9am-10:30am	Hawaii Medical Library
April 27 (Fri)	9am-10:30am	Hawaii Medical Library
May 19 (Sat)	9am-10:30am	Hawaii Medical Library

The attendance at these workshops will vary according to room accommodations. The average number expected at each workshop is 15-18.

Special audience workshops will be scheduled shortly. CHIS will contact the Life Foundation (HIV/AIDS education/advocacy group), Native Hawaiian organizations, senior groups, and others.

Computer Purchases for HSPLS:
5 computers will be purchased and given to HSPLS. These computers will be placed in the public libraries and their designated use will be searching for health information. HSPLS is currently working on the computer specifications.

A.   Publicity:

HSPLS provided media publicity for the two public library hosted workshops.

CHIS handled media publicity for all others. A press release was faxed to major radio stations, television news stations, and newspapers. An overwhelming number of workshop inquiries and registrations resulted from the Honolulu Advertiser news story on January 24, 2001. The article was titled, "Two online medical databases."

B.   Training Workshops:

Total attendance at the 3 workshops held in January were: 41

CHIS instructors for all workshops were: Christine Sato and Tina Okamoto. There were no changes to the handouts and Power Point presentation.

1. Hawaii Medical Library – January 13, 2001 - 14
2. Hawaii Kai Public Library – January 25, 2001 - 13
3. Hawaii Medical Library – January 31, 2001 - 14

Maximum capacity at the Hawaii Medical Library location is 15-18. At the Hawaii Kai Public Library, maximum capacity was about 30. At both locations, class size was kept to 15-20 to allow for optimal viewing and individual guidance during the hands-on portion.

Workshop attendees were mainly the public, but also included a mix of health care providers, librarians, and library staff.

Participants gave overwhelming high ratings for workshop content, length, pace, and delivery. Participants showed interest, asked a lot of questions, and appreciated the hands-on opportunity. The primary area of interest was access to fulltext articles.

As with the workshops held last September through November, CHIS will conduct a mailout Follow-up Survey in March/April 2001.

II.   Loansome Doc/Document Delivery Activities

Procedures to access fulltext articles generated many questions and discussion, especially about document delivery costs and other alternatives.

III.   Evaluation Activities

Evaluations were completed by 90% of the audience.

100% ratings were given for:
Workshop being 'helpful' to 'very helpful'
Handouts being 'helpful' to 'very helpful'
Content organization being 'about right' to 'very organized'

90% or higher ratings were given for:
MEDLINEplus content being 'about right'
PubMed content being 'about right'
Presentation pace being 'about right'
Presenter organization/preparation being 'about right' to 'very organized'

80% or higher ratings were given for:
1. MEDLINEplus session length being 'about right'
2. PubMed session length being 'about right'

Those who were not satisfied with the session length rated it 'too short'. Those who were not satisfied with the content rated it as 'too advanced' or left it 'blank.'
Those who were not satisfied with overall session pace rated it 'too slow.'

Overall, this quarter's Evaluation ratings were somewhat similar compared to last quarter's ratings. The main differences appeared to be session length and presenter organization.

The Pre-Survey was completed by 71% and Post-Surveys were completed by 85% of the participants.

Results showed positive learning for 5 of the 10 questions:
Q4:   What kind of information would you most likely find on MEDLINEplus?
Q5:   The information found through MEDLINEplus is intended for
Q7:   PubMed is also referred to as
Q9:   To search for drug information, PubMed searches its database for
Q10:   To do an author search in PubMed

Negative learning for 4 of the 10 questions:
Q2:   What is the MEDLINEplus URL or web address?
Q3:   Who is the creator of the MEDLINEplus web site?
        Q6:   You can search PubMed to find the following types of information
Q8:   To search PubMed for information about a disease

CHIS is finding that the Pre-Survey and Post-Survey are not accurate measures of learning due to a) surveys are not being consistently filled out, b) responses don't always appear to match the questions raised/discussions during the presentation. However, for consistency, CHIS will continue to require completion of both Pre-Survey and Post-Survey instruments.

IV.   Problems/Corrective Actions / Lessons Learned/Significant Feedback

Host library facilities were convenient, comfortable, and appropriate for both sites. Comment was made at one site that the air conditioning was much too cold.

There were no technology problems, except for one limitation. Class size has been intentionally kept at 15-20 for optimal viewing from a distance and to provide for individual hands-on instruction.

We have found that when out in the field at other facilities with a large meeting room capacity, we have been unable to provide clear viewing of the Power Point slides because of the limited cable length connecting the laptop to the InFocus projector. The slides would be too small to view from a distance. To increase distance viewing, we needed to place the InFocus projector farther away from the screen and therefore needed a longer/extension cable connecting the laptop to the projector. This is being addressed.

The number of people remaining for individual hands-on practice following the presentation is generally 2-3. The numbers seem directly related to those who either do not have a computer or do not know how to search the Internet.

Therefore, CHIS feels that increasing the class size to maximum room capacity can be done once the longer cable length is obtained.

Workshop attendance was good. However, evening hours did not appear to make a difference.

V.   Projected Activities for Next Quarter

CHIS is responsible for:

1.   Mailout follow-ups

2.   Conducting workshops as scheduled

3.   Scheduling and conducting special interest workshops

HSPLS is responsible for:
1.   Specifications for the 5 computer purchases

VI.   Reporting Forms for Training/Demonstration Sessions and/or Exhibit Reports

See attached.

Consumer Health Information Service

-
Hawaii Medical Library
1221 Punchbowl Street • Honolulu, HI 96813
Phone: (808) 536-9302 ext 127
Neighbor islands toll free: (888) 797-2447 ext 127
Fax: (808) 526-0254
Web: http://hml.org/CHIS/

FOLLOWUP SURVEY

Workshop dates covered: Sept – November 2000
Total attended: 91
Total mailed: 89   (98%)
Total replied: 32   (36%)

1. Since the workshop, have you searched **MEDLINEplus?**   ☐YES   ☐NO
                                                                        20   11   Blank 1

If you answered YES to Question 1:

Did you find a satisfactory answer to your question?   ☐YES   ☐NO
                                                                                    18   2

If you answered NO:

What problems did you run into? **Link not found**
If you answered YES:
Did you use this information to make a healthcare decision or lifestyle change?
☐YES   ☐NO
5   13

If you answered NO to Question 1:
Would you search **MEDLINEplus** in the future?   ☐YES   ☐NO
                                                                        9   0   Blank 2

If you answered NO:
Why not?   **None listed.**

2. Do you have questions regarding how to search **MEDLINEplus**?

☐YES ☐NO
1   29 Blank 2
If you answered YES to Question 2:

List your questions. We will be glad to call you and guide you through the
search process.

None listed.

3. Since the workshop, have you searched **PubMed (Medline)**
  ☐YES ☐NO
  15   14 Blank 3

If you answered YES to Question 3:

Did you find a satisfactory answer to your question?
 ☐YES   ☐NO
13   1 Blank 1

If you answered NO:

What problems did you run into?   **None listed.**

If you answered YES:

Did you use this information to make a healthcare decision or
lifestyle change?

☐YES   ☐NO
5   5   Blank 3

If you answered NO to Question 3:

Would you search **PubMed (Medline)** in the future?
☐YES   ☐NO
12   2 Blank 2

If you answered NO:

Why not?   **None listed.**

4. Do you have questions regarding how to search **PubMed**?
☐YES   ☐NO
1   10 Blank 3
If you answered YES to Question 4:

List your questions. We will be glad to call you and guide you through the
search process.

None listed.

[Note: Your responses are confidential and the data will be used only for statistics.]

(Optional)   Your Name: _____
Phone: _____

Please complete and return by January 15, 2000. A return enveloped is enclosed.

And lastly, the Consumer Health Information Service (CHIS) is your community resource for health information. Call us toll-free at 1-888-797-2447 ext 127, and we will help you find answers to a personal health or wellness concern. We offer *free* telephone reference and information packets (articles selected to answer your question).

Comments from the CHIS MEDLINEplus/PubMed Workshop Evaluation

Hawaii: (September 2000)

Was exactly what I was looking for. Thank you.

It was just what I was looking for. It was extremely helpful. I had no idea CHIS existed prior to the seminar.

Marlene Cuenco and Tina Okamoto presented a very well organized workshop. Thank you very much. I'm now going to apply what I learned at home and at work.

Thank you for a painless preview of the latest in medical information available for the public. Very well-presented. You make it seem so easy! Thanks.

Gave me the information I needed.

Nice to have programs like this that are free to the public. Also, they covered Internet hints that were helpful.

I would have loved an online practice search. Great info and very helpful for teaching nursing students.

Great job and mahalo. Both presenters were knowledgeable and professional.

Thanks for the information as well as use of the library. Great information guideline.

Thanks. Now I know more about searching for medical information.

The presenters did an excellent job. Thank you.

Need to use a darker room so people can follow your projection screen. Overall information is very helpful. I've come here knowing nothing and am leaving here knowing much more on researching information.

I feel the presenter should have paused occasionally to ask if people had any questions. The lack of opportunity to ask questions during the first half may be one reason people jumped in with their questions during the second half.

Thanks a lot. This is a good idea. The public should find this info useful.

Thanks. Good presentation.

Very informative.

Thanks for coming – great info.

Extremely helpful.

Thank you.

Thank you.

Thank you.

Worthwhile.

Good. Thanks.

Not your fault, but the visual screen was hard to see, due to the lighting conditions.

The lighting could be better for the screen to prevent glare.

Maui: (October 2000)

Marlene and Christine are excellent public speakers. Communication skills very complete and easy to understand.

Good job.

I would have liked to get more in depth training, perhaps more examples and search strategies.

Excellent presentation, very informative and hands-on demo will be very helpful in dealing with medical related reference questions.

Mahalo.

Great presentation! Very informative.

The cost (of obtaining the full articles) puts the health professional searching for fulltext articles at a serious disadvantage financially. Quite frustrating.

Excellent!

Very useful.

Mahalo.

Inspired me to go try some searches. Mahalo.

Thank you.

Excellent amount of info introduced for a one session program. I would be interested in knowing a little more about the specific strengths and especially the limitations of the system to help us better decide to support the systems in the library.

Molokai: (November 2000)

Extremely useful on island of Molokai especially.

Thank you.

Thank you.

Thank you for starting on time and keeping within time limit and offering hands on computer time.

Thank you.

Very carefully presented, made looking up information very simple and systematic.

Oahu (January 13, 2001 at HML) :

Would have been helpful if it were possible to go through the demo computer what people were asking about so we could all see.

Fantastic! Thanks a lot.

The lecturer is very knowledgeable on the subject. The presentation was excellent…easy to understand, very good speaking personality, sincere, very good speaker, use good English, etc. Thank you.

Thank you.

Thank you.

I have cataracts and was made dizzy and sick by some of the lighting – neon green and purple. So I am not sure I picked up the computer part. I learned to type on a main frame computer and did not learn functions or ever use mouse.

It would be nice to get hands on computer help at perhaps a second section.

Would be interested in attending an advanced workshop. Try to find a way to keep lights on during the workshop. It's difficult to write in a dark room.

Oahu (January 25, 2001 at Hawaii Kai Public Library):

My interest is in medical ethics – received from the presentation.

Very interesting, will be better able to research when/if I need to in the future. Did not know about the Hawaii Medical Library at Queens.

Enjoyed it! Well needed resource.

As a professional librarian, I was very impressed by the expertise and the warmth of the presenters.

I'm impressed and grateful.

Suggestion: bring a few journals and samples of articles (what we'd actually receive) i.e., take an example all the way to what the consumer would actually receive.

I really appreciate these informative courses. The presentation was very helpful to an illiterate computer person like me.

Oahu (January 31, 2001 at HML) :

More time would have allowed more examples, especially when questions were asked.

Thank you for a helpful introduction to MEDLINEplus and relationship to PubMed.

The workshop was very informational and helpful to me since my computer knowledge is very limited. Thank you.

Very good presentations.

Thank you very much. Excellent information given, easy to follow.

I found the workshop to be very interesting and helpful. There should be more workshops. Thank you.

Excellent presentation!! Mahalo! The lights (partial) can be left on during presentation.

Great workshop! I'm glad I told my friends about it. They're waiting for my review and I will definitely recommend your workshop. Thank you.

Great presentation ladies. Thank you so much!

I am glad that there is free information available for the public.

OUTREACH REPORTING FORM January 2001		
(Reporting forms should be included with Quarterly Reports)		

1. DATE OF ACTIVITY:	January 13, 25, 31, 2001		

2. TYPE OF ACTIVITY :	☐NLM SYSTEM SESSION ☐OTHER INTERNET SESSION	☐ TECHNOLOGY AWARENESS ☐ TRAIN THE TRAINER	☒ OTHER (PLEASE SPECIFY): "Hawaii Partnership for Medline Training"

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY:	CHIS at Hawaii Medical Library

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY:	CHIS at Hawaii Medical Library

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:	Hawaii State Public Library System (HSPLS)

6. LOCATION WHERE ACTIVITY OCCURRED:

A. CITY Honolulu, Hawaii Kai	B. STATE HI	C. ZIP CODE: 96813, 96825
D. COUNTY Honolulu	E. CONGRESSIONAL DISTRICT: 1	

7. LENGTH OF ACTIVITY (HOURS): 1.5 hours each)	**8. HANDS ON PRACTICE**	☐YES YES	☐NO

9. CEU ☐YES **CME ☐YES**	☐ NO ☐ NO ☐ NOT APPLICABLE Not Applicable.	**10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%)**	☐YES YES	☐NO :

11. NUMBER OF PERSONS WHO ATTENDED: Total for January 2001: 41

CATEGORY	AFFILIATED	UNAFFILIATED[1]	UNKNOWN
PHYSICIANS			1
ALLIED HEALTH PROFESSIONALS			1
LIBRARIANS			5
CONSUMERS	DO NOT FILL IN	DO NOT FILL IN	33
TOTAL			41

[1]Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Christine Sato, CHIS Librarian (808) 536-9302 x129

Sept-Nov 2000 Q: 1   Q: 2   Q: 3   Q: 4   Q: 5   Q: 6   Q: 7   Q: 8   Q: 9   Q: 10

Site	Pre	Post	Pre	Post	Pre	Post	Pre	Post	Pre	Post	Pre	Post	Pre	Post	Pre	Post	Pre	Post	Pre	Post
Hawaii: Hilo Pub Lib	100%	100%	69%	96%	79%	100%	76%	92%	97%	100%	100%	100%	72%	96%	66%	88%	100%	100%	28%	88%
Hawaii: T.Parker Pub Lib	100%	100%	86%	100%	86%	100%	43%	86%	86%	100%	86%	71%	86%	100%	43%	86%	100%	100%	29%	100%
Hawaii: Kailua-Kona Pub Lib	91%	100%	55%	93%	64%	100%	91%	100%	100%	100%	91%	93%	55%	80%	45%	67%	100%	100%	45%	87%
Maui: Kahului Pub Lib	100%	100%	20%	89%	85%	100%	80%	95%	85%	100%	90%	79%	80%	100%	60%	63%	95%	100%	35%	95%
Kauai: Lihue Pub Lib	100%	100%	67%	100%	67%	100%	33%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%
Molokai: Molokai Pub Lib	88%	100%	63%	100%	63%	100%	75%	88%	100%	100%	88%	100%	63%	75%	50%	88%	63%	100%	13%	63%

January 2001

Site	Pre	Post	Pre	Post	Pre	Post	Pre	Post	Pre	Post	Pre	Post	Pre	Post	Pre	Post	Pre	Post	Pre	Post
Oahu:HML (1/13/01)	100%	100%	79%	100%	71%	100%	64%	100%	93%	100%	79%	92%	43%	92%	50%		93%	100%	7%	92%
Oahu: HKai Pub Lib (1/25/01)	100%	100%	75%	63%	50%	100%	75%	75%	75%	100%	100%	75%	50%	100%	75%	88%	100%	100%	100%	100%

DATE	Hawaii	Maui	Kauai	Molokai	Oahu	Oahu	Oahu
	Sep-00	Oct-00	Nov-00	Dec-00	Jan-01	Jan-01	Jan-01
					1/13/01	1/25/01	1/31/01
MedlinePlus							
1. The content was:							
too elementary	2%	10%		13%			
about right	98%	90%	100%	74%	100%	90%	100%
too advanced				13%			
blank						10%	
2. The session length was:							
too long		5%					
about right	88%	90%	100%	87%	100%	80%	100%
too short	12%	5%		13%		10%	
blank						10%	
PubMed							
3. The content was:							
too elementary	2%	5%					
about right	98%	95%	100%	87%	100%	100%	92%
too advanced				13%			8%
4. The session length was:							
too long		5%					
about right	95%	90%	100%	75%	100%	90%	85%
too short	5%	5%		25%			15%
blank						10%	
Overall:							
5. I found this workshop:							
not useful							
helpful	35%	45%	67%	25%	29%	30%	8%
very helpful	65%	55%	33%	75%	71%	70%	92%
6. The pace of the presentation:							
too fast	2%						
about right	98%	95%	100%	100%	100%	100%	92%
too slow		5%					8%
7. The handouts were:							
not useful							
helpful	44%	15%	33%	25%	71%	70%	46%
very helpful	56%	85%	67%	75%	29%	30%	54%
8. The content was:							
poorly organized							
about right	19%	10%	67%		21%	40%	
very well organized	81%	90%	33%	100%	79%	60%	100%
9. The presenters were:							
poorly prepared					7%		
about right	12%	10%	33%		14%	30%	8%
very well organized	88%	90%	67%	100%	79%	70%	92%

	Date	#Signed Up	#Attended	Pre-Survey	Post-Survey	Evaluations	
Hawaii: Hilo Pub Lib	Sep-00	37	33	29	25	43	
Hawaii: TParker Pub Lib	Sep-00	11	7	7	7		
Hawaii: Kailua-Kona Pub Lib	Sep-00	17	18	11	15		
Maui: Kahului	Oct-00	28	22	20	19	20	
Kauai:Lihue Pub Lib	Nov-00	8	3	3	3	3	
Molokai: Molokai Pub Lib	Nov-00	12	8	8	8	8	
Oahu: HML (1/13/01)	Jan-01	15	14	14	13	14	
Oahu: Hawaii Kai Pub Lib (1/25/01)	Jan-01	14	13	4	8	10	
Oahu: HML (1/31/01)	Jan-01	15	14	11	14	13	
TOTAL		157	132	107	112	111	

	Date	Public	Healthcare	Librarian	Library Staff	Student	
Hawaii: Hilo Pub Lib	Sep-00	20	1	4	6	2	
Hawaii: TParker Pub Lib	Sep-00	1	2	3	1		
Hawaii: Kailua-Kona Pub Lib	Sep-00	13		3	2		
Maui: Kahului	Oct-00	5	1	9	4	3	
Kauai:Lihue Pub Lib	Nov-00			2	1		
Molokai: Molokai Pub Lib	Nov-00	6	1		1		
Oahu: HML (1/13/01)	Jan-01	12		2			
Oahu: Hawaii Kai Pub Lib (1/25/01)	Jan-01	9	1	3			
Oahu: HML (1/31/01)	Jan-01	10	2		2		
TOTAL		76	8	26	17	5	0
%		58%	6%	20%	13%	4%	100%

Project Name: **HAWAII PARTNERSHIP FOR MEDLINE TRAINING**

Institution: **CONSUMER HEALTH INFORMATION SERVICE (CHIS)**
HAWAII MEDICAL LIBRARY (HML)

Location: **HONOLULU, HI 96813**

Contact: **JOHN BREINICH, EXECUTIVE DIRECTOR**
HAWAII MEDICAL LIBRARY
1221 PUNCHBOWL STREET
HONOLULU, HI 96813
PHONE: (808) 536-9302 EXT 106
FAX: (808) 524-6956
E-MAIL: breinich@hml.org

Reporting Dates: **FEBRUARY 1, 2001 – APRIL 30, 2001**

Date Submitted: **MAY 15, 2001**

HAWAII PARTNERSHIP FOR MEDLINE TRAINING

Introduction

CHIS completed the "Projected Activities for Next Quarter" as identified in last quarter's report:

CHIS was responsible for:

1. Conducting Oahu workshops as scheduled
2. Scheduling and conducting special interest workshops
3. Conducting a mail out follow-up (i.e., asking workshop attendees about their usage of MEDLINEplus and PubMed since the workshop)

HSPLS was responsible for:

1. Providing the specifications for the 5 computer purchases

I.   Description of Progress toward the Project's Major Objectives

       Training Workshops:

9 workshops were held between February 1 and April 30, 2001.

February 20 (Tue)	9am-10:30am	Hawaii Medical Library (15)
February 22 (Thur)	9am-10:30am	Hawaii Medical Library (14)
February 24 (Sat)	10:30am-noon	Pearl City Public Library (23)
March 1 (Thurs)	1pm-2:30pm	Hawaii Medical Library / for Life Foundation (4)
March 2 (Fri)	9:30am-10:30am	Hawaii Medical Library / for McKinley community School (ESL students) (13)
March 9 (Fri)	10am-noon	Honolulu Community College / for SeniorNet (32)
March 17 (Sat)	9am-10:30am	Hawaii Medical Library (15)
March 23 (Fri)	10am-11:30am	Alu Like (15)
April 27 (Fri)	9am-10:30am	Hawaii Medical Library (14)

Total attendance at the 9 workshops: 145 (attendance at each session is note above in ( ).

CHIS instructors for all workshops were: Christine Sato and Tina Okamoto. For the general public presentations, there were no changes to the handouts and Power Point presentation. Changes were made, however, for presentations given to the Life Foundation, the McKinley Community School, and Alu Like.

       For the McKinley Community School, only MEDLINEplus was presented. For the
       special interest groups as Life Foundation (HIV/AIDS) and Alu Like (Native Hawaiian),
       the search examples were modified to reflect the audience.

Workshop attendees were mainly the public, but also included a mix of health care providers, librarians, and library staff.

Participants gave overwhelming high ratings for workshop content, length, pace, and delivery. For the MEDLINEplus section, questions were mainly on how to locate physician information. In the PubMed section, there were a lot of questions about searching strategy and format, and in particular, many questions on accessing the full-text article (how to, cost, use of HML by non-members, etc.).

Mail follow-ups:

Given the successful response rate in the first mail out, CHIS continued with the same format.

80% (148 of the 186) of the people attending the workshops from January 2001 through March 2001 agreed to be contacted for follow-up. The Follow-up Survey was mailed on April 17, 2001 with a reply date of May 1, 2001.

39% (57/148) responded to the Follow-up Survey. Survey results indicated:

Use of MEDLINEplus since the workshop:

1. 58% have searched MEDLINEplus since the workshop.
2. 88% said the information provided a satisfactory answer to their health question.
3. 55% answered the information was used to make a healthcare decision or lifestyle change.
4. Of those who had not had a chance to search MEDLINEplus, 79% answered they would search MEDLINEplus in the future.
5. There was one question on (how to) searching MEDLINEplus: Wanted to know if Boolean searching was possible in MEDLINEplus.

Use of PubMed since the workshop:

1. 49% have searched PubMed since the workshop.
2. 89% said the information provided a satisfactory answer to their health question.
3. 32% answered the information was used to make a healthcare decision or lifestyle change.
4. Of those who had not had a chance to search PubMed, 96% answered they would search PubMed in the future.
5. There were no questions on (how to) searching PubMed. The replies indicated users would stop by/call HML if they had questions.

In general, only about one-half actually searched MEDLINEplus or PubMed following the workshop. And those who did appeared to be satisfied with the information. One-third to one-half indicated that they used the information to make a lifestyle change or

healthcare decision. It was reassuring to know that the majority who had not done a search since the workshop answered that they would use MEDLINEplus or PubMed in the future.

CHIS speculated that the low percentage of searching following the workshop could be due to: a) limited/no access to a computer or the Internet, b) attendance at workshop was informational only without a need to find answers to a specific health question.

Computer Purchases for HSPLS:
HSL provided the specs for the 5 computers and 5 printers. The recipient libraries will be Hawaii State Library (Business, Science & Technology section), Kahului Branch (Maui), Lihue Branch (Kauai), Molokai, and Hilo Branch (Hawaii). There will be a plaque next to each computer acknowledging the gift from HML and also signage designating the primary use of these computers for health searches.

II.   Publicity

HSPLS provided media publicity for the public library hosted workshops.

CHIS handled media publicity for all others. The initial Honolulu Advertiser article in January 2001 continued to generate registrations for all public sessions.

III.   Loansome Doc/Document Delivery Activities

Procedures to access full text articles generated many questions and discussion, especially about document delivery costs and other alternatives.

III.   Evaluation Activities

Evaluations were completed by 95% of the audience.

98% or higher ratings were given for:
1.   Workshop being 'helpful' to 'very helpful'
2.   Handouts being 'helpful' to 'very helpful'
3.   Content organization being 'about right' to 'very organized'
4.   Presenter organization/preparation being 'about right' to 'very organized'

93%-97% ratings were given for:
1.   MEDLINEplus content being 'about right'
2.   PubMed content being 'about right'
3.   Presentation pace being 'about right'
4.   MEDLINEplus session length being 'about right'
5.   PubMed session length being 'about right'

Those who were not satisfied with the session length rated it either 'too short' or 'too long'. Those who were not satisfied with the content rated it as 'too advanced' or 'too elementary'. Those who were not satisfied with overall session pace rated it 'too slow' or 'too fast'. Our observation is that those with already a familiarity with PubMed found both MEDLINEplus and PubMed too elementary and hence the pace too slow. From the questions asked in class, some of these participants were more interested in advanced searching instruction and in research. These questions came not from the public but from those in health care / research fields or students.

For those who rated the class as too advanced and too fast, these comments came most likely from the public without prior use of computers / Internet.

Overall, this quarter's Evaluation ratings were somewhat similar compared to last quarter's ratings. The main differences appeared to be session length and pace.

The Pre-Survey was completed by 76% and Post-Surveys were completed by 91% of the participants.

Results showed positive learning for 6 of the 10 questions:

Q1:   What is MEDLINEplus?
Q2:   What is the MEDLINEplus URL or web address?
Q3:   Who is the creator of the MEDLINEplus web site?
Q4:   What kind of information would you most likely find on MEDLINEplus?
Q9:   To search for drug information, PubMed searches its database for
Q10:   To do an author search in PubMed

Negative learning for 4 of the 10 questions:

Q5:   The information found through MEDLINEplus is intended for
Q6:   You can search PubMed to find the following types of information
Q7:   PubMed is also referred to as
Q8:   To search PubMed for information about a disease

As previously reported, CHIS is finding that the Pre-Survey and Post-Survey are not accurate measures of learning due to a) surveys are not being consistently filled out, b) responses don't always appear to match the questions raised/discussions during the presentation. However, for consistency, CHIS will continue to require completion of both Pre-Survey and Post-Survey instruments.

IV. Problems/Corrective Actions / Lessons Learned/Significant Feedback

Host library facilities were convenient, comfortable, and appropriate for both sites. Comment was made at one site that the air conditioning was much too cold.

There were no technology problems. To provide optimum viewing using the InFocus projector, we purchased an extension cable (connecting the laptop to the projector) to position the InFocus farther away from the screen. This has allowed us to increase our class size capacity.

The number of people remaining for individual hands-on practice following the presentation is generally 2-3. The numbers seem directly related to those who either do not have a computer or do not know how to search the Internet.

In general, the public workshop attendance was good. The attendance at our special interest presentations varied by group. The SeniorNet group had an overwhelming attendance (32), whereas the Life Foundation had only 3. The Alu Like staff was well represented at the Alu Like session. One factor could be holding the session at the group's place of business. Both SeniorNet and Alu Like sessions were held at their place of business. Perhaps the Life Foundation attendance would have been better held at their office.

V. Projected Activities for Next Quarter

CHIS is responsible for:
1.   Teaching the remaining 4 workshops.
2.   Mail out follow-ups

HSPLS is responsible for:
1.   Finalizing the purchase and installation of the 5 computers and prints.

VI. Reporting Forms for Training/Demonstration Sessions and/or Exhibit Reports

See attached.

Appendix

Data:

1. Signups (September 2000 – April 2001)
2. Pre-Post-Survey (September 2000 – April 2001)
3. Evaluation (September 2000 – April 2001)

4. Comments from the CHIS MEDLINEplus/PubMed Workshop Evaluation (September 2000 – April 2001)
5. Follow-up Survey (January 2001 – March 2001)

Hawaii Medical Library
1221 Punchbowl Street • Honolulu, HI 96813
Phone: (808) 536-9302 ext 127
Neighbor islands toll free: (888) 797-2447 ext 127
Fax: (808) 526-0254
Web: http://hml.org/CHIS/

CHIS
Consumer Health Information Service

FOLLOWUP SURVEY

Workshop dates covered: January – March 2001
Total attended: 186
Total mailed: 148 (80%)
Total replied: 57   (39%)

1. Since the workshop, have you searched **MEDLINEplus?**   ☐YES   ☐NO
                                                              33   **24**

> *If you answered YES to Question 1:*
> Did you find a satisfactory answer to your question?   ☐YES   ☐NO
>   **29**   **4**
>
> *If you answered NO:*
> What problems did you run into?
>   **Not detailed enough (2)**
>   **Not good at using computer or getting online (2)**
>
> *If you answered YES:*
> Did you use this information to make a healthcare decision or lifestyle
> change?   ☐YES   ☐NO
>   **16**   **12   Blank 1**
>
> *If you answered NO to Question 1:*
> Would you search **MEDLINEplus** in the future?   ☐YES   ☐NO
>   **19**   **2**   **Blank 3**
>
> *If you answered NO:*
> Why not?   **More interested in PubMed (1)**

2. Do you have questions regarding how to search **MEDLINEplus**? ☐YES ☐NO
                                                                    2   **53 Blank 2**

> *If you answered YES to Question 2:*
> List your questions. We will be glad to call you and guide you through the
> search process.

Wanted to know if Boolean searching is possible in MEDLINEplus.

3. Since the workshop, have you searched **PubMed (Medline)** ☐YES ☐NO
      28   26 Blank 3

   If you answered YES to Question 3:
         Did you find a satisfactory answer to your question? ☐YES   ☐NO
            25   3

         If you answered NO:
               What problems did you run into?
                     Lacked detail (1)
                     Need to learn more on using computer (1)

         If you answered YES:
         Did you use this information to make a healthcare decision or
               lifestyle change?   ☐YES   ☐NO
                  8   14   Blank 3

      If you answered NO to Question 3:
      Would you search **PubMed (Medline)** in the future? ☐YES   ☐NO
            25   Blank 1

      If you answered NO:
      Why not?   **None listed.**

4. Do you have questions regarding how to search **PubMed**? ☐YES   ☐NO
         3   46 Blank 8

   If you answered YES to Question 4:
         List your questions. We will be glad to call you and guide you through the
         search process.
                  None listed.   Indicated they will call/stop by HML.

[Note: Your responses are confidential and the data will be used only for statistics.]

(Optional)   Your Name: _____
            Phone: _____

Please complete and return by May 1, 2001. A return enveloped is enclosed.

And lastly, the Consumer Health Information Service (CHIS) is your community
resource for health information. Call us toll-free at 1-888-797-2447 ext 127, and we will
help you find answers to a personal health or wellness concern. We offer *free*
telephone reference and information packets (articles selected to answer your
question).

<table>
<tr><td colspan="4">OUTREACH REPORTING FORM   February 1 – April 30 2001
(Reporting forms should be included with Quarterly Reports)</td></tr>
</table>

1. DATE OF ACTIVITY:	February 20, 22, 24, March 1, 2 9, 17, 23, April 27, 2001

2. TYPE OF ACTIVITY :
- ☐NLM SYSTEM SESSION
- ☐OTHER INTERNET SESSION
- ☐ TECHNOLOGY AWARENESS
- ☐ TRAIN THE TRAINER
- ☐ OTHER (PLEASE SPECIFY): "Hawaii Partnership for Medline Training"

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY:	CHIS at Hawaii Medical Library
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY:	CHIS at Hawaii Medical Library
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:	Hawaii State Public Library System (HSPLS)

6. LOCATION WHERE ACTIVITY OCCURRED:

A. CITY Honolulu, Pearl City	B. STATE HI	C. ZIP CODE: 96813, 96782
D. COUNTY Honolulu	E. CONGRESSIONAL DISTRICT: 1	

7. LENGTH OF ACTIVITY (HOURS): 1.5 hours each)	**8. HANDS ON PRACTICE** ☐YES YES ☐NO

9. CEU ☐YES ☐ NO **CME** ☐YES ☐ NO ☐ NOT APPLICABLE Not Applicable.	**10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%)** ☐YES YES ☐NO :

11. NUMBER OF PERSONS WHO ATTENDED: Total for February 1 – April 20, 2001 : 145

CATEGORY	AFFILIATED	UNAFFILIATED[1]	UNKNOWN
PHYSICIANS			2
NURSES			3
ALLIED HEALTH PROFESSIONALS			9
LIBRARIANS			9
CONSUMERS	DO NOT FILL IN	DO NOT FILL IN	122
TOTAL			145

[1]Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Christine Sato, CHIS Librarian (808) 536-9302 x129

LINCS Clearinghouse
Linking Information for Children with Special Needs

VALLEYCARE HEALTH LIBRARY

5698 Stoneridge Drive
Pleasanton, CA 94588

Cheryl Warren

5698 STONERIDGE DRIVE

PLEASANTON, CA 94588

cherylw@valleycare.com
925-734-3315
925-734-3372 fax

November 2000 - January 2001

3/28/01

LINCS CLEARINGHOUSE

NLM Project : Electronic Access to Health Information for the Public

I.   Description of Progress Toward the Project's Major Goals

- Committee reviewed resources for Tri-Valley Resource Database. New additions decided on. Have been added to the database.
- Web layout has structure. Write up of content beginning.
- Marketing materials decided on. Designer has been chosen. Ideas for layout discussed and written up to present to designer.
- Web links were reviewed. Suggestions have been added for local resources.

II. Loansome Doc/Document Delivery Activities
NA

III. Evaluation Activities
NA

IV Problems/Corrective Actions
- Any service or organization considered questionable or falling into a gray area was voted on by committee before being included in the online searchable database of local resource services - The Tri-Valley Resource Directory.

V.   Projected Activities for Next Quarter
- Marketing materials designed and finalized.
- Links to web sites finalized and annotations finished

VI. Reporting Forms
NA

VII Appendix
NA

LINCS Clearinghouse
Linking Information for Children with Special Needs

VALLEYCARE HEALTH LIBRARY

5698 Stoneridge Drive
Pleasanton, CA 94588

Cheryl Warren

5698 STONERIDGE DRIVE

PLEASANTON, CA 94588

cherylw@valleycare.com
925-734-3315
925-734-3372 fax

February 2001 - April 2001

5/5/01

LINCS CLEARINGHOUSE

NLM Project : Electronic Access to Health Information for the Public

I. Description of Progress Toward the Project's Major Goals

- Marketing materials are done. Include a flyer, poster and bookmarks.
- Review of local support groups and resources are finished. Adding these resources to the library's web searchable database, The Tri-Valley Resource Directory is done. More resources will be added as discovered. Maintenance and updates will follow the regular policies and procedures currently in place to update and add resources to the Tri Valley Resource Database.
- Review of web site links is complete. Update of links will be done in accordance to policies in place for other web links used by library.
- Layout of LINCS features on library web page is complete. Fine-tuning will be done as needed based on evaluations and patron feedback.
- Workshops and training issues discussed.

II. Loansome Doc/Document Delivery Activities NA

II. Evaluation Activities

- Focus group was recruited to review and critique the LINCS web page layout. Group reviewed resources added to Tri-Valley Resource Directory. Focus group included men, women, and students, representing various ages and educational background.

IV Problems/Corrective Actions
None

V. Projected Activities for Next Quarter
- Workshop and training schedule
- Marketing to community
- Meeting with hospital web person

VI. Reporting Forms
NA

VII Appendix
NA

**Improving Access to Health Information for
Consumers of Pima County, Arizona:**

**The CHILE Project
(Consumer Health Information Links for Everyone)**

**An "Access to Electronic Health Information for the Public"
Subcontract**

ARIZONA HEALTH SCIENCES LIBRARY
University of Arizona
Tucson, Arizona

By Jeanette C. McCray
Arizona Health Sciences Library
University of Arizona
P. O. Box 245079
Tucson, AZ 85724-5079
Voice: 520/626-6121;   Fax: 520/626-2922
Email: mccray@AHSL.arizona.edu

**Fourth Quarterly Report
November 1, 2000 – January 31, 2001**

Submitted February 28, 2001

Introduction

Improving Access to Health Information for Consumers of Pima County, Arizona: The **CHILE** Project (**C**onsumer **H**ealth **I**nformation **L**inks for **E**veryone), a joint project of the Arizona Health Sciences Library (AHSL) and the Tucson-Pima Public Library (TPPL), completed 12 months of work with the launching of the CHILE web site in January and the completion of the first series of workshops.

I.   Description of Progress toward the Project's Major Objectives

A. Administrative/Planning Activities

The status of the budget has been reviewed. It is expected that all funding will be expended by the end of the grant period on July 31st. Progress on the objectives was assessed – activities are moving along as they should be. Rachael Anderson, PI for the project, retired in January 2001.   It was noted with regret on our part and excitement for her - Rachael's guidance and enthusiasm will be greatly missed. Jeanette McCray, co-PI, will continue to oversee the project until its completion.

B. Publicity/Marketing Activities

During this quarter, the project prepared to do its promotional campaign. Letters were printed to be sent to more than 8,000 health care professionals (doctors and nurses) across Pima County. These letters invite the professional to join us in publicizing the new service.

Bookmarks for the general public were also printed; 100,000 bookmarks will be distributed through health care facilities and Tucson-Pima Public Libraries.

C. Product/Resource Development Activities

The **CHILE** Web site (http://www.chilehealth.org)was released for public use in mid-January. The site includes locally written descriptions and over 300 links to authoritative content. Content is categorized by:
> Diseases and Conditions
> Wellness and Prevention
> Children
> Seniors
> Teens
> Doctors and Hospitals
> Insurance and HMO's
> Medications

Other front page links include:
> Ask a Librarian
> Health and Wellness Center (a Gale Corporation product)

> MEDLINE*plus*
> Still Can't Find What You Want?
> Arizona Health Science Library
> Southern Arizona Health Referral (SOAHR)
> Tucson-Pima Public Library
> Search (entire Web site)

Planning for the 2nd series of workshops has nearly been completed. We expect to begin offering this series in April 2001. Topics will include a review of the 1st workshop, document delivery, evaluating health web sites, drugs, diseases and conditions, and new resources (NLM gateway, CHILE web page, SOAHR).

A meeting of TPPL and AHSL collection development personnel in January centered on each institution's approach to consumer health information, needs of users, utility of various formats (video very popular), and tiers of information (CHILE - first tier, TPPL – second tier, AHSL – third tier). A second meeting will be held in late February.

D. Site Visits/Training/Demonstration Sessions/Presentations (Include description of the sites and target population)

3 more in the first series of workshops were held for TPPL librarians during this quarter. 1 was at AHSL and 2 were at the main branch of TPPL. Both institutions have training facilities with multiple machines for hands-on training. 33 TPPL librarians attended these 3 sessions. In total 70 librarians attended our 7 workshops. The instructors were librarians from AHSL and the trainees were reference librarians from TPPL. The learning objectives were:

- To increase the comfort level of TPPL librarians answering health reference questions
- To increase their familiarity with MEDLINEplus, AHSL Resource Guides A-Z, and PubMed
- To know how/when to refer to AHSL

Presentations at professional conferences during this quarter:
> Auflick PA (AHSL), Biggar J (TPPL). *Consumer Health Information Links for Everyone*. [Paper] Arizona State Library Association conference, November 16, 2000, Phoenix.

E. Exhibits

No activity this quarter.

II.   Loansome Doc/Document Delivery Activities

Logistics of document delivery continue to be refined and will be completed so that details can be shared in the 2nd series of workshops.

III. Evaluation Activities

Between September 9, 2000, and January 19, 2001, 65 people participated in the evaluation activities related to the CHILE workshops. Prior to each session, participants were asked to fill out a brief questionnaire which sought to gather data about a) comfort answering health related reference questions b) knowledge of health information resources and c) types of health related questions fielded at the reference desk. A post-session questionnaire was also distributed to determine whether or not the awareness level of appropriateness of resources to answer certain types of questions had been enhanced. A third questionnaire will be distributed at the start of the second set of workshops to see whether or not the awareness of resources had carried through to actual reference practice as well as again questioning the comfort level of participants in answering health related reference questions.

The critical design element of this evaluation was to create a series of questions of the same class (i.e. would require the same type of information need, requiring the same type of resource to answer) so that participants would not be reflecting familiarity simply with a single question. The same parallel question construction will be used in the third questionnaire which will also vary the order in which the questions are presented.

IV. Problems/Corrective Actions. Lessons Learned/Significant Feedback

We continue to experience fairly smooth sailing. Our only glitch this quarter involved obtaining mailing permits for the publicity materials in a timely manner.

V. Projected Activities for Next Quarter

The public relations campaign for CHILE will commence in February and March. Letters are being sent to 8000 physicians and nurses describing CHILE. The letter includes the bookmark and business reply card so that recipients can request copies of the bookmark for their patients and offices. News releases and the creation of public service announcements will follow.

The second series of workshops for TPPL librarians will begin in April. In addition AHSL will present their Complementary Medicine and Alternative Medicine workshop twice (one morning, one evening).

Document delivery protocols will be completed in time to present during the 2nd series of workshops.

Phase 2 planning for the CHILE web site will commence. Up for discussion (among several possibilities): what topical content to add to CHILE, translating content into Spanish (with the aid of the TPPL Services to the Spanish Speaking committee), and adding additional organizations to SOAHR.

A second meeting to discuss collection development collaboration will be held in February 2001, topics to include a review of TPPL's collection, the development of a joint statement on collection development responsibilities, and exploring the feasibility of purchasing some high-cost titles collaboratively.

Future presentations at professional meetings:
- MLGSCA/NCNMLG Joint Meeting, February 2001, San Francisco – paper
- FORO Transborder Library Forum, March 2001, Hermosillo, Mexico – paper
- Medical Library Association, May 2001, Orlando – paper, poster
- American Library Association, July 2001, San Francisco – poster submitted
- National AHEC Conference, September 2001, Little Rock AR – paper, poster submitted
- Border Health. Information for Action. 3rd Conference. Universidad Technologica de Nogales, Nogales, Sonora, Mexico – poster
- Arizona State Library Association/Mountain Plains Library Association Conference, November 2001, Phoenix – ½ workshop (combining content from CHILE 1st and 2nd workshops)
- Public Library Association Conference, Phoenix, March 2002

VI.   **Reporting Forms for Training/Demonstration Sessions and/or Exhibit Reports**

        Outreach Reporting Forms for the 3 workshops held this quarter follow.

VII. **Appendix**

Copies of: communications, materials produced, press releases, advertisements, articles for newsletters, etc.

Attached:
CHILE Web Front Page and sample interior pages

Improving Access to Health Information for Consumers of Pima County, Arizona:

The CHILE Project
(Consumer Health Information Links for Everyone)

An "Access to Electronic Health Information for the Public" Subcontract

ARIZONA HEALTH SCIENCES LIBRARY
University of Arizona
Tucson, Arizona

By Jeanette C. McCray
Arizona Health Sciences Library
University of Arizona
P. O. Box 245079
Tucson, AZ 85724-5079
Voice: 520/626-6121;   Fax: 520/626-2922
Email: mccray@AHSL.arizona.edu

Fifth Quarterly Report
February 1, 2001 – April 30, 2001

Submitted May 31, 2001

I. Introduction

The launching of the public relations products to advertise CHILE to the community and the planning and scheduling of the 2nd set of workshops were the focus of this quarter of the project. One quarter remains to complete the project and finish the plans for ongoing support beyond July 2001.

II. Description of Progress toward the Project's Major Objectives

Administrative/Planning Activities
All funding is expected to be expended by the end of July 2001. The steering committee continues to periodically assess progress and plan for the coming months.

Publicity/Marketing Activities
Letters were sent out to more than 8,000 health care professionals (doctors and nurses) across Pima County. These letters invite the professional to join us in publicizing the new service and offer bookmarks for display in offices. By the end of April over 135 requests for postcards have been received. To date, 21,000 bookmarks have been distributed to offices and library branches.

Product/Resource Development Activities
Plans for enhancing the **CHILE** Web site (http://www.chilehealth.org) are underway. Twenty four new topic areas have been identified and assigned to AHSL librarians to develop content. The form to allow remote input of content has been completed.

"Sonoran Health Provider Resources/Fuentes de Informacion para Profesionales de la Salud en Sonora", an English/Spanish pamphlet recently developed by AHSL librarians, includes information on CHILE. This was distributed at the FORO conference in Hermosillo in April.

Planning for the 2nd series of workshops has been completed. We expect to begin offering this set of workshops in June 2001. Topics will include a review of the 1st workshop, document delivery, evaluating health web sites, drugs, diseases and conditions, and new resources (NLM gateway, CHILE web page, SOAHR).

Collection development work is focusing on a joint statement of responsibility and a plan for continuing to meet periodically. Librarians at AHSL evaluated the TPPL reference collection and made recommendations during this quarter.

Site Visits/Training/Demonstration Sessions/Presentations (Include description of the sites and target population)

AHSL librarians presented a workshop on Complementary and Alternative Medicine resources to TPPL librarians on April 25 (3pm-5) and again on April 27 (8am-10). The AHSL computer classroom was used.

Presentations at professional conferences during this quarter:

- MLGSCA/NCNMLG Joint Meeting, February 2001, San Francisco – paper CHILE: Consumer Health Information for Everyone. Pat Auflick, Mary Riordan, Rachael Anderson, Fred Heidenreich, Jeanette McCray, Jerry Perry, Joan Schlimgen, Cathy Wolfson, AHSL; Joan Biggar, Karen Greaber, TPPL.

- XI FORO Transfronterizo de Bibliotecas / XI Transborder Library Forum, March 16-18, 2001, Hermosillo, Sonora, Mexico "Creating Partnerships and Developing Tools to Deliver Consumer Health Information to a Large and Diverse Community in the Mexican-American Border Region."   Joan Biggar, Karen Greaber, Tucson-Pima Public Library; Pat Auflick, Jeanette McCray, Gerald Perry, Joan Schlimgen, Arizona Health Sciences Library, The University of Arizona.

   "Informática sobre Salud de Frontera Distribución de recursos del Internet para los practicantes y consumidores de servicios de Salud en la Región Fronteriza entre Estados Unidos y México / Border Health Informatics: Delivering Web Resources to Health Care Practitioners and Consumers in the Border Region of the United States and Mexico." Gerald J. Perry, Mary Riordan, Arizona Health Sciences Library, and Ninfa Trejo, University Library, University of Arizona.

   Exhibits No activity this quarter.

III. Loansome Doc/Document Delivery Activities
Logistics of document delivery have been worked out and procedures will be included in the 2nd set of workshops presented to TPPL librarians. One interlibrary loan article has been supplied.

IV. Evaluation Activities
A 3rd questionnaire has been developed to distribute at the 2nd set of workshops. This instrument will test whether or not the awareness of resources had carried through to actual reference practice as well as again questioning the comfort level of participants in answering health related reference questions.

V. Problems/Corrective Actions. Lessons Learned/Significant Feedback
We have become interested in the cultural interface between our 2 libraries and how dramatically different the culture of each library is. This seems to be having an impact on our collaborative effort. We are looking forward to exploring this phenomena as part of the final project review.

VI. Projected Activities for Next Quarter

The second series of workshops for TPPL librarians will presented during June and July.

New topics will be added to the CHILE Web site.

Other enhancements to the CHILE Web site will be considered.

KUAT (public television) is planning an interview with Jerry Perry on finding health information on the Web in early May.

Future presentations at professional meetings:
- Libraries for the Future Arizona, Phoenix, May 7-8, 2001
- Border Health. Information for Action. 3rd Conference. Organized by the University of Arizona Rural Health Office,   May 3-4, 2001. Universidad Technologica de Nogales, Nogales, Sonora, Mexico – poster
- Medical Library Association, May 2001, Orlando – paper, poster
- American Library Association, July 2001, San Francisco – poster
- National AHEC Conference, September 2001, Little Rock AR – paper, poster
- Arizona State Library Association/Mountain Plains Library Association Conference, November 2001, Phoenix – ½ day workshop (combining content from CHILE 1st and 2nd workshops)

Reporting Forms for Training/Demonstration Sessions and/or Exhibit Reports

Outreach Reporting Forms for the 2 workshops held this quarter follow.

Appendix

Copies of: communications, materials produced, press releases, advertisements, articles for newsletters, etc.

Attached:

Letter to health care professionals and postage-paid reply card
CHILE bookmark
CHILE stationery
"Sonoran Health Provider Resources/Fuentes de Informacion para Profesionales de la Salud en Sonora" (English/Spanish pamphlet)

Quarterly Report
Access to Electronic Health Information for the Public

University of California, San Diego Biomedical Libraries and
The Preuss School UCSD

La Jolla, California

Submitted by:

Craig Haynes
University of California, San Diego
Medical Center Library 8828
216 W. Dickinson St.
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Marsha Korobkin
The Preuss School UCSD
9500 Gilman Drive Dept 0536
La Jolla, CA 92093
858-658-7425
858-658-0988 (FAX)
mkorobkinaucsd.edu

Contract Number N01-LM-6-3527

December 12, 2000 - February 28, 2001

March 12, 2001

University of California, San Diego Biomedical Libraries

Introduction

As detailed below, the investigators and project programmer have spent significant time executing and implementing the major objectives and activities of this project.

I. **Description of Progress toward the Project's Major Objectives**

A. **Administrative/Planning Activities**

1. **Co-PI Meetings:** C. Haynes and M. Korobkin met regularly to plan the implementation of training sessions for the faculty, the school nurse and the Preuss School parents. Student training and follow-up sessions will continue through May or June. Faculty training was planned for January and a demonstration presentation to the parents is planned for May.

2. **Student Competition:** During the course of a few meetings, PI's decided that in order to stimulate the interest of students in "health information," a competition might be an exciting and fun way to foster continued student interest and involvement. Planning for the competition is almost complete. The competition will begin in April and end in May. **(See Appendix A)**

B. **Publicity/Marketing Activities**

Brochure, Bookmarks, Posters: C. Haynes contacted JLDesigns to begin work on a few promotional and marketing items for the Health Information @Preuss Website. Draft versions completed **(See Appendix B)**

C. **Product/Resource Development Activities**

1. **Faculty segment of Health Information @Preuss (HIP) Web Site:** The faculty section of the HIP website was completed. (See Appendix C)

2. **School Nurse segment of HIP:** The school nurse section of the HIP website was completed. (See Appendix D)

3. **The Parents segment of HIP:** The parent's section of the HIP website was completed. (See Appendix E)

4. **Faculty Training Handbook/Presentation:** The faculty training handbook and the PowerPoint presentation for the faculty HIP training was completed. (See Appendix F)

University of California, San Diego Biomedical Libraries

D. Site Visits/Training/Demonstration Sessions/Presentations

1. Faculty Training Session at Preuss: January 4, 2001
   (see Outreach Reporting Form 1)
2. Five Training Sessions for Preuss School Students: February 14-28, 2001
   (see Outreach Report Form 2)
3. Presentation to San Diego School Librarians February 2e, 2001
   (see Outreach Report Form 3)
4. Faculty (Science) conducted student training on February 28th
   (see Outreach Report Form 4)

E. Exhibits

None to report this quarter

II. Loansome Doc/Document Delivery Activities

None to report this quarter

III. Evaluation Activities

Pre/Post-tests administered to students. Results will be posted in next quarterly report.

IV. Problems/Corrective Action/Lessons Learned

None to report this quarter

V. Projected Activities for Next Quarter

1. Continue student training.
2. Administer competition.
3. Present demonstration to parents.

HEALTH INFORMATION
PREUSS
STUDENT PROJECT
COMPETITION

PURPOSE:

To promote use of electronic health information in creative ways and to encourage students to further refine their searching and critical thinking skills in obtaining quality electronic health information on the Internet/Web.

SPONSOR

The National Library of Medicine (NLM). NLM is a division of the National Institutes of Health (NIH). Funding for this competition, training sessions and other project elements, is provided by NLM under Contract Number NO1-LM-6-3527.

DEADLINES:

Project development and planning can begin after students have had training in obtaining health information on the Web. Training, is being provided by this project's coordinators: Marsha Korobkin and Craig Haynes as well as by various Preuss School instructors. The coordinators hope to complete training by the end of March 2001. The actual completion will take place around the first of April 2001.
The competition will end May 18, 2001.

RULES OF COMPETITION:

1. Students wishing to participate must submit an application by April 2nd.

2. Projects can be completed using any of the tools available to students for completing regular classroom projects and assignments.

3. Students may work individually or in groups of not more than 3 students.

4. Winning teams. Each person on the team will receive an award.

5. Projects must be submitted to M. Korobkin at the close of the school day on the day the competition ends. LATE PROJECTS WILL NOT BE ACCEPTED.

6. All submissions must be the creative and original work of the person or team submitting the project Copyright law and the honor code (plagiarism is not acceptable) will be strictly enforced and must be observed by all participants.

AWARDS:

1st Place: *Winners will receive a GRAND PRIZE to be announced. In addition, the 1st Place winning project will be placed on the web at HIP. Winners will also receive recognition and an award certificate at a school Awards Assembly.*

2nd and 3rd Places*: Winners will receive gift certificates from **Amazon.com** and will also have their projects posted to the HIP web site. They will also be recognized at a school Awards Assembly.*

Quarterly Report
Access to Electronic Health Information for the Public

University of California, San Diego Biomedical Libraries and
The Preuss School UCSD

La Jolla, California

Submitted by:

Craig Haynes
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Contract Number N01-LM-6-3527

April 30, 2001 - May 31st, 2001

June 18, 2001

INTRODUCTION

During this reporting period, reviewers will note from the Outreach Reporting Form that 11 student training sessions were conducted (275 students; grades 6-9) by the project coordinators. In addition, a project demonstration for the parents at the school was also presented.

I. **Description of Progress toward the Project's Major Objectives**

A. **Administrative/Planning Activities:** In preparation for the student health information competition (see **Appendix A)** projects and the subsequent Awards Ceremony, the project coordinators have been researching and procuring the awards for this event. The competition deadlines were extended to allow for the surge in interest among both students and faculty. Many faculty have made the competition mandatory for students in their Advisory sections. The project coordinators anticipate that the competition will end June 22, 2001 and that winners will be announced and prizes awarded at the school Awards Ceremony on July 29th.

B. **Publicity/Marketing Activities:** The final versions of the bookmark and brochure were delivered in March. (see **Appendices B & C)**

C. **Product/Resource development:** The Health Information @Preuss website was recently updated to reflect changes in some of the links provided to students, faculty, parents and the school nurse. Links for health careers will added and also competition winners will have their health information projects posted to the student website after they have been announced.

D. **Site Visits/Training/Demonstration Sessions/Presentations:** Eleven student training sessions were conducted by the project coordinators during this reporting period (see **Appendix D, Outreach Reporting Form).** Approximately 275 students, grades 6-9 received this training during their Advisory section, which is 1 hour and 45 minutes in duration. On Saturday, May 19th, project coordinators presented a demonstration of the project to the parents of the school (see **Appendix E).** The parents were most enthusiastic and invited demonstrators to return for a hands-on session.

E. **Exhibits: (None to report during this period).**

II. **Loansome Doc/Document Delivery Activities: (None to report during this period)**

III. **Evaluation Activities:**

In keeping with one of the project coordinators' evaluative objectives, namely, monitoring website activity, WebTrends was deployed to record site visits, hits, and user sessions. (see **Appendix F).** This WebTrends report covers the first quarter of activity. Since the site was officially launched to the community in January, there have been over 5,000 hits, 428 page views and 109 user sessions.

Appendices H and I should have been included with the previous quarterly report. These appendices document the Preuss Faculty Questionnaire that was administered to the faculty prior to the "training of the trainer" session that took place on January 4, 2001. Of the 18 faculty that completed the questionnaire, 72% indicated that they had not consulted the web for health information in conjunction with their classroom assignments or work. Of this number 50% indicated that they felt health information was not appropriate for their subject area. However, over 90% of the respondents indicated that if a single website were created for them and their students with accurate, fun health information, they would use it.

IV. **Problems/Corrective Actions/Lessons Learned, Significant Feedback.**
(None to report this quarter.)

V. **Projected Activities for Next Quarter:** The Student Health Information @Preuss Competition will cap this project for the year with what we think will be some very interesting and refreshing projects.